



## Mohammad Reza Ziaey

Lead OSS Engineering Team

DoB: 18 September

Marital Status: Married

Military Status: Served

### Contact

✉ m.r.ziaey@gmail.com

☎ 09122341156

📍 Tehran - Pardis New Town ,Tehran

### Language

English

★★★

Turkish

★★★

### Skills

Great at complex Problem Solver

Innovate Strong Decision Maker

High Personal Culture

Kidness , Reliability Organizational

Good Leadership Skill

Ability to Quickly Create and apply ideas and Solutions

### Soft skills

Linux Administration & Services

Administrating Windows Servers

Virtualization

MSSQL , MySQL , noSQL

Solarwinds Orion Platform

Ticketing Systems (ChangeGear , CRM , Jira)

## About Me

I have over 15 years of OSS engineering experience in the Internet industry and professional experience from leading / managing teams of engineers providing and supporting a wide range of OSS technologies, ideally in providers. I also have excellent communication skills in implementing processes and standards to align with technical or business teams as well as internal and external stakeholders to ensure successful delivery. I am a dynamic, motivated and reasoned change agent who is result-oriented and commercially aware and eager to achieve unattainable things through analysis and collaboration. I can consistently take a stand and embrace tough challenges with energy and enthusiasm.

## Educations

### ► Associate of Internet and wide Network

University of Applied Science and Technology

Sep 2018 - Sep 2020

### ► Bachelor of Business Management

University of Applied Science and Technology

Sep 2020 - May 2022

## Employment History

### ► Supervisor

Hiweb Inc. / ParsOnline

Sep 2009 - Present

Description:

- Operation Support Systems at Parsonline and Hiweb Holding , Develop all Test strategies Procedure
- for all OSS work and Provide support Systems to all fault analysis on Network
- Perform troubleshoot on all current processes on the network performance monitoring
- Develop analytical reports with BI tools to find network performance , KPI and etc
- Research performance monitoring tools and finally their support
- Maintain and keep up to date applications
- Tuning all of Database that related to OSS Tools
- Intergartion between Monitoring Tools and Ticketing Systems

### ► CIO

TAVA Co.

Oct 2008 - Sep 2009

### ► Service Desk Supervisor

ParsOnline Inc.

Sep 2007 - Oct 2008

## Courses

### ► Python Fundamentals

Arjang

May 2018

### ► Professional Scrum Master

Iran Scrum Institute

Sep 2013

Network Monitoring Systems  
(PRTG,Cacti,NFSen,Zabbix)

ITIL , eTOM , EA with TOGAF

BI Tools (Qlikview , Power BI , Tableau)

Python Fundamentals

IBM and HP Servers

## Hobbies

Tennis

Billiard

Music

## Social Links

Linkedin  
mrziaey

Instagram  
mrziaey

### ► Information Technology Gade B

State Technology & Vocational Training Organization  
Sep 2005

### ► Information Technology Gade A

State Technology & Vocational Training Organization  
Feb 2007

### ► Admin & Develop - SQL Server 2012

Chekad Strategic Ideas  
Apr 2013

### ► Transmission Control Protocol / Internet Protocol (TCP/IP)

ParsOnline Inc.  
Nov 2011

### ► eTOM

Karokasb Institute  
May 2021

### ► ENTERPRISE ARCHITECTURE WITH TOGAF

Karokasb Institute  
Jun 2022

## Honors

### ► Best Employee in Network Operation Center in ParsOnline Inc.

Feb 2017

### ► Best Employee in Network Operation Center in ParsOnline Inc.

Feb 2019

### ► Best Employee in Information Technology in ParsOnline Inc.

Apr 2012

### ► Selected in the Special Section of Urban Robots

Nov 2006