

KAZIM ABASOV



CONTACT

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● Azerbaijan, Baku

EDUCATION AND TRAINING

2026

Muk Training Centre
ITIL Foundation (version 5)

2025

Microsoft 365 Administration
Course
Baku

05/2025

Grandstream Certified Specialist
UC Solution
Baku

05/2025

Grandstream Certified
Networking Specialist
Baku

SUMMARY

IT professional enthusiast with 3 years of hands-on experience in the field. With strong skills in networking, OS installation, and Linux support. Recognized for diagnosing issues effectively and delivering exceptional customer service.

SKILLS

- Windows Server Administration
- Proxmox and VMware virtualization
- Linux
- OS & Software installation/maintenance
- Networking

EXPERIENCE

Service Engineer

Dasp Service(Muk Computers) | Baku

08/2024 - Current

- Diagnosed hardware and software issues for client systems.
- Installed and configured computer systems for optimal performance.
- Provided technical support for customers on site or remotely via phone or email.
- Installed, configured and commissioned new customer equipment according to specifications.

04/2024

Easy Solutions Technologies
(System Administrator)
Baku

08/2022

**Master of Science -
Information Technology**

Electron Government
ADNSU University

08/2020

Bachelor of Science

Oil And Gas Equipment Engineer
ADNSU University

LANGUAGES

English: B1

Intermediate (B1)

Russian: Native

Native

Azerbaijani: C2

Proficient (C2)

Helpdesk Support Engineer
ADNSU | Baku

02/2024 - 05/2024

- Provided technical support to users, resolving hardware and software issues promptly.
- Managed ticketing system, tracking user requests and ensuring timely follow-up.
- Maintained inventory of IT equipment, ensuring availability of necessary resources for support tasks.

IT Salesperson
Azimut MMC | Baku

01/2023 - 01/2023

- Showcased product features and benefits during client presentations to enhance understanding and engagement.
- Cultivated strong client relationships to drive satisfaction and increase retention rates.
- Analyzed industry trends to inform strategies and maintain competitive edge in products and services.

Customer Service Representative
Atlas Corp MMC | Baku

01/2022 - 01/2022

- Addressed customer inquiries and resolved issues to ensure timely support.
- Resolved customer complaints efficiently through active listening and problem-solving.
- Assisted customers with inquiries and product information daily.
- Delivered product information to improve customer understanding and satisfaction.
- Processed orders and returns using the company's order management system.