Javad Hassanli

IT Support and Digital Operations

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Driving licence B | Open to roles across Denmark

Profile

I help users solve problems with computers, networks and everyday digital tools. My background includes IT support for home and business clients, classroom IT support and business support work in Denmark. I have an IT engineering education and an MBA from IBA Kolding, where I later taught part-time. I am looking for an IT support role that combines troubleshooting, user guidance and day-to-day operations.

Core Skills

User support: Windows, Microsoft Office and Microsoft 365; hardware and software troubleshooting; printers and classroom equipment.

Networks: Wired and wireless networks, connectivity, network equipment and VPN troubleshooting.

Daily operations: Customer communication, documentation, Excel reporting, website administration and follow-up on support requests.

Relevant IT Support Experience

IT Operations and Support Coordinator | Self-employed
Sep 2015–Mar 2018 | Shiraz, Iran

- Installed and managed wired and wireless networks for home and business clients.
- Troubleshot technical problems, set up equipment and coordinated client support requests.
- Worked with network equipment, servers, VPN, CCTV and connectivity solutions.

IT Support Technician | IHIM Training Center
Aug 2013–Aug 2015 | Shiraz, Iran

- Installed and configured computers, printers, projectors and local networks in a training environment.
- Helped users with hardware, software, Microsoft Office and everyday technical issues.

Education

MBA in General Management | IBA Erhvervsakademi Kolding
Sep 2023–Nov 2024 | Kolding, Denmark

Master of IT Engineering | Pasargad Higher Education Institute
Sep 2016–Feb 2019 | Shiraz, Iran

Bachelor of IT Engineering | Jahrom University
Sep 2011–Oct 2015 | Jahrom, Iran

Recent and Other Experience

Founder and Web Developer | LokalSiden.dk
2026–Present | Kolding, Denmark

Develop and maintain LokalSiden.dk, a directory for local businesses in Denmark.

Logistics and Supply Chain Lecturer | IBA Erhvervsakademi Kolding
Feb 2025–Jun 2026 | Kolding, Denmark · Part-time

Part-time teaching of logistics and supply chain modules, with digital learning materials and Excel-based student exercises.

Business Support Specialist | WTS Agency ApS
Feb 2024–Nov 2024 | Kolding, Denmark

Handled customer enquiries by phone, email, live chat and in person.

SEO Specialist and Digital Operations Support | PNS Advertising Center
Nov 2019–Feb 2022 | Shiraz, Iran

Website administration, content updates and performance reporting in a 12-person advertising team.

Project Based Web Support | Al Kaus Trading
May 2019–Nov 2019 | Doha, Qatar

Built and launched a startup website and supported social media setup.

Additional Technical Skills

Website administration with Joomla, WordPress and Drupal. HTML, CSS, JavaScript, PHP and Python; API integration and VPS setup.

Languages

English: C1; TOEFL 107/120 | Persian: native

Danish: B1; Dansk 3, Module 3 completed