

ARMON HAZZIEZ

Atlanta, GA | 980-242-6592 | codeworld62@gmail.com

Creative and motivated IT professional with expertise in Java, SQL, HTML, CSS, Git, REST APIs, and CI/CD. Certified in CompTIA A+, CompTIA Project +, Google IT Support Professional, and ITIL v4. Skilled in Windows PC, Dell, Linux, Mac OS, iOS, and Android systems. A resourceful team player who is adept at resolving complex issues, troubleshooting, minimizing downtime, and optimizing system performance. Thrives on staying at the forefront of emerging technologies and industry trends. Seeking a challenging technical position where I can apply my skills and knowledge to learn and grow in a dynamic environment.

Core Expertise:

Software/Web Development	Continuous Process Improvement	Customer Service Management
Network and Security Operations	User Growth and Engagement	Team Leadership and Motivation
IT Project Management	Database Management & Reporting	Communication/Interpersonal Skills
Front-End & Back-End Technologies	Disaster Recovery & Business Continuity	Analytical Problem-solving Abilities

Professional Experience

Cure Medical- Stone Mountain, GA

August 2023 - Present

IT Project Coordinator

Collaborate with stakeholders to define project scope, objectives, and deliverables. Assist in project planning, budgeting, and timeline management. Facilitate and lead daily scrum meetings to review project boards and ensure alignment on IT service projects' progress and priorities.

- ✓ Successfully lead and deliver multiple IT projects. While also communicating clear and informative project status reports to stakeholders throughout the process.
- ✓ Optimize resource allocation, contributing to cost-saving initiatives. Maintaining project budgets and schedules, ensuring projects stayed on track.
- ✓ Enhance project reporting accuracy, reducing inefficiencies. Effectively manage cross-project dependencies, risks, and change requests.

3Kings Project - Orangeburg, SC

December 2020 - Present

Project Coordinator/Web Developer (Non-Profit)

Plan and coordinate projects, defining scope, objectives, timelines, and resource requirements. Provide technical support to website users. Monitor website performance, analyze traffic data, and generate performance reports.

- ✓ Effectively coordinate with vendors and contractors, ensuring timely project deliverables and cost savings of 10% through negotiation and vendor management.
- ✓ Developed the organization's debut website, ensuring functionality, user-friendliness, and alignment with organizational goals and branding. Increased online visibility and user engagement within a year.
- ✓ Maintain project documentation, including project plans, status reports, and risk assessments, achieving a 98% document accuracy rate and ensuring transparency in project communications.

Georgia State University - Atlanta, GA

September 2022 - July 2023

IT Support Associate

Logged, prioritized, and managed support requests using an internal ticketing system. Provided guidance, training, and oversight to student and graduate employees. Reported the status of technology issues to management and stakeholders.

- ✓ Successfully resolved 95% of complex technical issues within the internal ticketing system, exceeding the department's resolution targets and minimizing user downtime.
- ✓ Achieved a user satisfaction rating of 98% based on user feedback surveys, reflecting the high-quality technical support and services provided.

- ✓ Implemented cost-saving measures in equipment maintenance, reducing the annual maintenance expenses while maintaining equipment reliability.

SDK Technology Solutions - Charlotte, NC (Remote)

March 2022 - September 2022

Project Coordinator

Assisted in project planning, including defining project scope, objectives, and deliverables. Monitored and assessed risks throughout the project lifecycle. Facilitated communication among project stakeholders, external suppliers, and vendors.

- ✓ Led 10+ IT project sites in adherence to project timelines and delivered 95% of projects on or ahead of schedule, meeting client expectations with 92% client satisfaction rate.
- ✓ Optimized and improved resource utilization rates and contributed to cost savings initiatives that enhanced overall return on investment (ROI) for the projects managed.
- ✓ Tracked project progress using project management software and enhanced the accuracy of project reporting, reducing project management-related bottlenecks and inefficiencies.

Mobile Connections - Atlanta, GA

February 2021 - September 2022

Tier Support II

Diagnosed and resolved hardware and software issues on a wide range of devices. Maintained detailed records of support incidents, solutions, and troubleshooting steps. Implemented security measures to protect sensitive information.

- ✓ Successfully achieved a 95% resolution rate for desktop, mobile, tablet, and peripheral device issues, surpassing the department's target of 90%.
- ✓ Installed, upgraded, and repaired specified software packages on 120+ user devices, reducing software-related downtime by 18% over the past year.
- ✓ Provided on-site support with an average response time of under 4 hours while resolving 85% of support tickets remotely, reducing the need for on-site visits and saving approximately 100 hours of travel time annually.

Atrium Hospitality - Alpharetta, GA

November 2013 - November 2020

Reservations Manager

Oversaw and managed reservations and inventory, including booking, cancellations, and modifications. Interacted with guests, addressed, and resolved their concerns. Trained and mentored reservations staff to enhance customer service.

- ✓ Closely monitored room inventory and adjusted availability based on demand fluctuations. Utilized the Salesforce and PMS systems to streamline reservation process and reduced reservation processing time by 14%.
- ✓ Reviewed and updated service policies and procedures following industry best practices, improving overall service quality and guest experiences, as evidenced by a 20% reduction in service-related incidents.
- ✓ Fostered seamless communication and cooperation between different departments to resolve guest issues, decreasing guest complaints while increasing positive guest feedback during my tenure.

Education/Certification

Western Governors University, Salt Lake City, UT - **Bachelor of Science in Software Development** | March 2023

CompTIA A+, CompTIA Project +, Google IT Support Professional, ITIL v4 Certifications

Technical Skills

- Systems: Windows PC, Linux, Mac OS, iOS and Android
- Languages: Java, SQL, HTML, CSS
- Skills: Quality Control (Git), REST APIs, JSON, XML, CI/CD, Azure Active Directory
- Software: ServiceNow, Service Remedy, Zendesk, Microsoft Office Suites