

# Tolga Duymayan

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## Summary of Qualifications

A dynamic, passionate, and eminently qualified Information Technology Specialist, Consultant, Educator, and Sales professional with the innate ability to solve complex problems by utilizing advanced technical skills paired with outstanding customer service abilities. Skilled in employing methodologies and best practices to continuously streamline and improve processes. Able to cultivate strategic relationships with customers, peers, managers, and stakeholders.

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## Core Competencies

Consultations and Sales | Computer Hardware/Software | OS Repairs | Customer Interactions | Gaining Client Trust | Cultivating Working Relationships | Training Facilitation | Consistently Meeting Sales Goals | Basic Networking | Evolving Technology | Technical Support | Quick Learner | Utilizing New Technology | Motivated | Strong Work Ethic | Communication | Flexibility | Self-Directed | Teamwork | Thriving in Hectic Environments | Multitasking | Delivering Solution-Driven Results | Customer-Centric | Subject Matter Expert | Analytical Thinking | Complex Problem-Solving | Leadership | Operational Support | SCCM (Service Center Configuration Manager) | ServiceNOW | Citrix | Oracle |

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## Professional Experience

**IBM – ANTHEM BLUE CROSS**, Woodland Hills, CA | **Technical Support Representative** 02/2019 – Present

- Provide technical support for on-site and work-at-home employees for all departments within Anthem Blue Cross.
- Successfully closed complete of an average 1,750 tickets in one year.
- Work closely with IBM Refresh Project Manager to ensure client machines are upgraded per business standards.
- Actively assisted work-at-home employees by innovative logistics while prioritizing customer satisfaction and continuous work productivity.
- Properly obtain departing employees' IT equipment who are located both on-site and remote.
- Attend weekly meetings with Regional Lead and other site technicians to deliver prompt solutions to new/existing issues experienced in every day operations.
- Perform repairs on Dell laptops by ensuring the components are maintained according to standard.
- Per guidelines, document client interactions to ensure proper ticket closure and professional delivery of service.

### Selected Achievements

- Effectively increased productivity by reducing the time spent on the retrieval process of IT equipment.
- Motivated team members to work collaboratively by displaying positive attitude and going the extra mile.
- Instilled confidence in employees and management by providing excellent customer service and technical support.
- Improved the process of upgrading business units within both on-site and remote locations.

**BEST BUY GEEK SQUAD**, Santa Clarita, CA | **Consultation Agent**

01/2018 – 02/2019

- Perform troubleshooting and diagnoses of consumer electronics including PCs, Apple Computers, printers, tablets, phones.
- Advise clients about the benefits of Geek Squad Protection plans for future repairs.
- Ensure the NOVA reservation system is utilized to create a positive client experience and a seamless check-in process.
- Cultivate and promote positive client experiences.
- Perform component repairs on the Apple iPhones.
- Properly use the POS system to process sales, refunds, exchanges, overrides, price adjustments, orders, processing credit card applications/payments, warranty exchanges, and to schedule in-home services.
- Facilitate training for new team members; demonstrate daily work flows; and share expectations.
- Meet daily goals for Total Tech Support membership sales and one-time services.
- Per guidelines, document client interactions to ensure labor hours are generated for the expertise offered.

### Selected Achievements

- Successfully maintained an average of \$40 revenue per hour/month; total \$ / labor hours.
- Participated in leadership training on Employee Scheduling, Client Experience and Relations, and Daily Tasks List.

- Earned a reputation for consistently providing excellent customer care and technical support to increase membership sales and meet goals, and to secure client trust.
- Facilitated training for new staff members by setting expectations while creating an enjoyable environment.
- Empowered team members by demonstrating proper job execution, prioritizing client satisfaction, and by setting realistic expectations of what the company services offered.

## **BEST BUY GEEK SQUAD**, Northridge, CA | ***Advanced Repair Agent***

03/2017 – 01/2018

- Completed daily assigned repairs including data backup/transfer/recovery services, diagnostics, virus/spyware removal, system tune-ups, OS repairs/restores, hardware/software troubleshooting, and new computer setups; personalization, certifying store stock items, screen shield installs, and other computing repairs.
- Responsible for managing in-repair units and for ensuring the accurate completion of work orders.
- Maintained continual client communications to ensure the accuracy/speed of repairs.
- Reported daily work flows and all client/technical issues to team leaders to quickly resolve them, and to promote positive feedback from clients.
- As needed, provided phone support; maintained a clean/organized work environment; and ensured that all client property was fully labeled and prepared for repairs.

### **Selected Achievements**

- Successfully completed four or more client unit's daily to meet goals.
- Increased the overall number of clients and sales by providing superior customer service.

## **HELLOTECH**, Los Angeles, CA | ***Field Technician (Per Diem)***

03/2015 – 12/2016

- Performed site visits to client homes to complete duties as instructed through the company's mobile application including performing onsite software/hardware diagnostics, and other quick repairs; submitted a summary of repair results.
- Educated clients as needed on hardware and software fundamentals.

### **Selected Achievement**

- Consistently attained increased client retention and customer satisfaction levels.

## **U.S. ARMY NATIONAL GUARD**, 578TH ENGINEER BATTALION, Manhattan Beach, CA | ***Combat Engineer***

11/2008 – 11/2014

- Completed 15-week Army Basic Training Course and Advanced Individual Job Training, Ft. Leonardwood, MO.
- Earned a certification that allowed the operation of advanced military vehicles and equipment.
- Charged with helping the supply department with inventory accountability for classified equipment and sensitive items.

### **Selected Achievements**

- Consistently attended and completed routine military training to maintain readiness and competency in specialty.

## **OTHER EXPERIENCE**

- Assistant PC Technician, Computer and Network Expert, Chatsworth, CA

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## **Education & Professional Development**

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- *(In progress)* **CompTIA A+ Certified Professional Certification**
- **Apple Cert iOS Technician**, 2018
- **Bachelor of Science, Mechanical Engineering** – California State University, Northridge | 2014
- **Bachelor of Science, Information Technology** – Western Governors University, Online Campus | In progress

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## **Honors, Awards & Freelance Projects**

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- Complete Business Solutions, IT Management, 2015 – 2017
- Santech Network Solutions, Printer and Scanner Refurbishing, 2016 – 2017
- Canoga Park-West Hills Chamber of Commerce, Marketing, 2016
- DistinguishedDomestics.com, Web Design Project, 2016
- AlanrKleinimmigration.com, Web Design Project, 2014