

# Arash Gholami, IT Service Desk Analyst - Technical

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## PROFILE

Customer and Employee Oriented. Cooperatively works well with others to complete tasks in an efficient and professional manner. Demonstrated skills in mentoring peers and assisting with training needs. able to properly convey job information and apply related concepts and theories to the task at hand.

6+ Years of Direct Healthcare IT experience and demonstrated working knowledge of technical support infrastructure of ApeX and Epic Systems.

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## EMPLOYMENT HISTORY

Oct 2013 — Feb 2020

### Business Support Analyst II, UCSF Benioff Children's Hospital - Oakland

Oakland, CA

- Analyzed incoming phone calls and diagnosed the computer and software needs as well as referred support requests to the appropriate staff.
- Provided technical support on desktop PCs, printers, wireless devices, and software applications, both networked and local. Identified and escalated problem calls as appropriate.
- Addressed a full range of customer needs, including trouble-shooting, technical assistance, system usage support, password reset, and installation, move, and change request.
- Provided first point of support for all incoming calls while managed Ques.
- Documented each end users support claim and provided support in a clear and understandable format, documented all resolution for tickets which clear instruction to be used for future training.
- Managed users account using Microsoft active directory, SMS console tools and remote tools.

Jun 2013 — Jan 2014

### Help Desk Consultant, Portable CIO

Alamo, CA

- Assumed rollout responsibilities. Maintained desktop images and supported PC rollout process, including installation of current operating systems, hospital specific software and peripheral devices for over 4,000 end users.
- Maintained Printer Configuration and supported Printer rollout process, including IP configuration.

2012 — 2014

### Relocation Technician, Murphy McKay and Associates

Lafayette, CA

- Functioned collaboratively with various partners(Juniper).
- Rollout Responsibility of taking down computers and desk and re-assembling after moving
- Worked within a server room setting up connecting servers
- Provided excellent cable manage to avoid any hazards

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## EDUCATION

2009 — 2013

### Diablo Valley College

Pleasant Hill, CA

Computer Information System

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## SKILLS

Apex Technical Knowledge

Experienced

JavaScript, SQL data base, and

Skillful

Epic System Technical Knowledge

Experienced

C++ programming

ServiceNow Ticketing Software

Expert

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## LANGUAGES

Farsi

Native speaker