

ARSEN G. TERZIKYAN
17 Halabyan Street, Apartment 49
0038 Yerevan, Republic of Armenia
(+37410) 395 685 (home)
(+37494) 077 000 (mobile)
Email:
aterzikyan@gmail.com



Work Experience



March 2019- present

Rosgosstrakh-Armenia ICJSC

Insurance Company

Division: IT Department

Position: **Head of System Administration and Technical Support Division**

Duties:

- Oversee the operation of server systems;
- Direct and support implementation of software and hardware upgrades;
- Plan, organize, control and evaluate IT and electronic data operations;
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance;
- Design, develop, implement and coordinate systems, policies and procedures;
- Ensure security of data, network access and backup systems;
- Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure;
- Lead large IT projects, including the design and deployment of new IT systems and services;
- Identify problematic areas and implement strategic solutions in time;



April 2017 – March 2019

Bluenet LLC

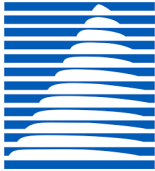
Software Development Company

Division: IT Department

Position: **System Administrator**

Duties:

- Provide technical support for both hardware and software issues;
- Maintain, troubleshoot and administer the use of local area networks (LANs), wide area networks (WANs), mainframe networks, computer workstations, connections to the Internet and peripheral equipment;
- Evaluate and install computer hardware, networking software, operating system software and software applications;
- Perform data backups and disaster recovery operations;
- Set up accounts and workstations;
- Sustaining network integrity, server deployment and security;
- Troubleshoot issues and outages;
- Analyze and isolate issues



August 2011 – April 2017

Aragast Ben Web Technology

Software Development Company, Cafe4tune project

Division: IT Department

Position: IT Manager

Duties:

- Prepare and oversee ARAGAST IT policy and plan IT strategy development; determine current and future IT needs and develop technological solutions to satisfy those needs;
- Maintain, select and install software, equipment and communication system; establish priorities for systems developments, maintenance and operations;
- Assure the integration of IT operations, computer hardware, operating systems, communications, software applications and data processing; ensure that systems; development proceeds in a logical, integrated fashion to meet ARAGAST needs;
- Plan, organize, direct, control and evaluate the operations of information systems;
- Develop and implement policies and procedures for electronic data processing and computer systems operations and development;
- Meet with managers to discuss system requirements, specifications, costs and timelines;
- Hire and manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems;
- Control the computer systems budgets and expenditures.



March 2010 – June 2011

ICON Communications CJSC (ISP)

Premier Broadband Internet Service Provider

Division: IT Department

Position: NOC Network Specialist

Duties:

- Monitoring and diagnosing overall network and working systems;
- Network performance diagnosis;
- Network performance escalations;
- Technical supporting Call Center personnel;
- Handle technical enquiries of customers;
- Scheduling network operational activities;
- Other IT equipment maintenance and support;
- Reporting on network and system state;
- Maintenance and support of LAN/WAN.



February 2009 - March 2010

ICON Communications CJSC (ISP)

Premier Broadband Internet Service Provider

Division: IT Department

Position: IT Support Engineer

Duties:

- Monitoring and diagnosing overall network and working systems;
- Provision of hardware and software support;
- Opening client trouble tickets;
- Reporting on network and system state;
- Other IT equipment maintenance and support;
- Handle technical enquiries of customers;
- Handle customers' phone calls;
- Configuration and testing of WI-MAX modems.



March 2007 – February 2009

Lycos Europe Armenia

Leading Internet Portal

Division: Operation, Maintenance and Monitoring

Position: Services System Engineer and Administrator, Shift Leader

Duties:

- Monitoring of Lycos products;
- Supervision of troubleshooting procedures;
- Internal FTP users' administration;
- Involvement in the development and support of ProdMon tool;
- Submission of duty reports;
- Establishment and maintenance of positive relationships with team members and colleagues fostering and environment of open communication and support (total team members 10, working hours 24x7).



May 2006 – March 2007

Lycos Europe Armenia

Leading Internet Portal

Division: Operation, Maintenance and Monitoring

Position: Monitoring Administrator in the Operations Department

Duties:

- Problem identification and fixing in time.
- Helping to monitor Lycos products.
- Participation in 1st level support and troubleshooting.
- Involvement in Lycos portals pushes from Pre live to Live.
- Participation in the provision of Ad-System pushes requested from Customer Care.
- Provision of individual assistance to staff members.
- Collaboration with GT-on duty and Frankfurt Datacenter in Germany to save major software and hardware problems.

Education

June 04, 2010 – June 16, 2010

University of Applied Sciences Schmalkalden, Germany

<http://www.fh-schmalkalden.de>

Course of Sys/Net administration (Training)

August 10, 2009 – August 28, 2009

University of Applied Sciences Schmalkalden, Germany

<http://www.fh-schmalkalden.de>

Course of Sys/Netadministration (Training)

June 01, 2008- June 15, 2008

University of Applied Sciences Schmalkalden, Germany

<http://www.fh-schmalkalden.de>

Course of Sys/Netadministration (Training)

July 21, 2007- August 04, 2007

University of Applied Sciences Schmalkalden,

Germany <http://www.fh-schmalkalden.de>

Course of Informatics (Training)

2004 -2006

Yerevan State University of Armenia; Yerevan, Armenia

Department of Mathematics

Field of Specialization: Majoring in Actuary Mathematics

March 2003 – February 2005

University of Applied Sciences Schmalkalden, Germany

<http://www.fh-schmalkalden.de>

Informatics Department.

Took C++, Net Administration full courses.

2000-2004

Yerevan State University of Armenia; Yerevan, Armenia

Department of Mathematics

Bachelor of Science, Diploma with honor

Languages and Technical Skills

Languages: Fluent in *Armenian, Russian*, and good in *English, German*

Computer Programs: MS Office, MS InterDev, MS Project, MS Visio,

Software platforms: MS DOS v.6.22, Windows 9x/Me, Windows NT / 2000 Pro, Windows XP /Vista/7/8/10,Ubuntu/Debian, Fedora Core /Fedora,CentOS, OpenSUSE,

Protocols: SMTP, POP, IMAP, SSH, SNMP,RDP,SMB/CIFS, Telnet, HTTP,HTTPS,NTP,DHCP, FTP, TFTP, PPP, PPTP,L2TP,IPSec,

Servers: Apache, Nginx, Apache Tomcat, Postfix, Sendmail, LAMP ,VPN,

MySQL, MongoDB, OpenSIPS. MS SQL Server 2008R2/2012/2014/2017

,MS Windows 2000/2003/2008/2012R2/2016 Server (IIS, DNS, DHCP, AD, VPN, FTP, RAS),

MS Exchange 2003/2007/2010/2016, MS ISA 2006/Forefront TMG, VMwareESXi

5.0, 5.5 ,Hyper-V Server 2012R2 Veeam Backup and Replication,MS Team Foundation

Server 2013, CollabNet SVN,GITlab, Jenkins

Tools: cPanel, Plesk, Azure, Google Cloud Platform, Nagios, Cacti, Zabbix,

OpenNMS, Atlassian,Jira, Confluence, Request Tracker.