Armen Megerdichian

Summary

- Highly-technical, self-motivated professional with a broad range of experience in providing technical support to computer end users.

Skills

- PC and MAC, Windows and Mac OS specialist, Customer Service, Help Desk, Remote Help Desk

Education and Certification

- CompTIA /A+ certification
- Network+
- Bachelors in Computer Hardware
  Isfahan Azad University 2003

Work Experience

Walt Disney/NSC Global, CA   **Current /Active**
Computer Technician/ Lead Technician/ IT refresh team/Break/Fix Team

- Lead Tech on Refresh Team Mac and PCs Products
- Lead Tech of Disney computer asset break/fix team
- Part of Disney executive support team
- Disconnect\reconnect for cast members on the move
- Disney Hyper Care lead technician
- Lead Tech on IMAC team: installing new computer bundles and removals
- Experienced working with high level or VIP clients
- Part of Disney remote support Tech\Help Desk
- Experienced with Windows 7, Windows 10
- Logging and tracking tickets via ServiceNow
- Experience with Microsoft SCCM and JAMF
- Part of Disney Computer imaging team
- Helped manage the computer equipment inventory (Asset Management)

Walt Disney/CompuCom Burbank, CA   **Apr 13 to 2018**
Computer Technician/ Lead Technician/ IT refresh team

- Refresh Mac and PCs (HP\Lenovo)
- Part of Disney computer asset break\fix team
- Disconnect\reconnect for cast members on the move
- Disney Hyper Care lead technician
- Lead Tech on IMAC team: installing new computer bundles and removals
- Experienced working with high level or VIP clients
- Part of Disney remote support Tech\Help Desk
- Experienced with Windows 7, Windows 10
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Long Beach Computer Shop - Long Beach, CA   **Jan 11 to Mar 13**
Computer Technician

- Store Manager
- Troubleshoot our corporate clients' network issues
- Break/Fix Technician of HP, Dell, Lenovo and Mac laptops and desktops
- Home and office wireless Network setup
- Data recovery, hard disk repair
- Windows 2000 Pro/Server, Windows 7 Documentation
- Drive the creation of system imaging & automated software deployments through SCCM and JAMF Casper
- Installs, moves, adds, changes (IMAC)/configuring user profiles, Outlook accounts, and other company related software

BMI- Los Angeles, CA   **Jan 07 to 2011**
Computer Technician

- Computer assembly, PC and Mac troubleshooting (Software & Hardware)
- Data recovery, hard disk repair, maintenance customers' office networks (cabling, wireless, switches and routers) installation and maintenance
- Automated software deployments through Microsoft SCCM
- Network servers and routers troubleshooting
- Install, move, add, change (IMAC)

Butane Industrial Group - Tehran, IR   **2002 to 2006**
Lead Technician

- Provided technical support for the production division of the manufacturing facility
- Developed and installed custom software
- Performed break fix on laptops and desktops, including replacement of hardware parts, electronic components (disks, memory, network cabling, computer diagnostics, etc.) and routine repairs
- Provided assistance at the in-house helpdesk administering technical support by phone and in person to the facilities staff
- Configured images to install software remotely via SCCM tool

Wave Front Co., LTD- Tehran, IR   **2000 to 2002**
Computer Technician

- Computer assembly and PC troubleshooting (software & hardware)
- Repair broken and damaged laptops
- Active Directory in Windows/Mac hybrid environment