

**NAZARETH DERKEVORKIAN**  
**US Citizen**

**Summary:**

Sr. Desktop and Help Desk Support professional with over 18 years of experience. Highlights include:

- Full involvement in desktop migrations from legacy versions to Windows 8.1 and Windows 10 from set up, to deployment, to support.
- Supported C-Level VIPs with white glove service.
- Supported VOIP systems, and responsible for ghost imaging.
- Provided primary technical assistance, troubleshooting support, and training to users internally and remotely, including troubleshooting of infrastructure issues (including LAN, WAN, server, and data storage).
- Supported Meraki networking equipment such as (Home Routers, Security Cameras)
- Performed hardware and software troubleshooting and deployment, incident management (using Service-Now), and inventory tracking and updates.
- (Basic level support) iMacs, MacBook Pro and IBM Notes.
- Supported Windows PCs and laptops.
- Managed Windows AD domain users, groups, resources and shares. Created new email boxes on Exchange Server. Reset email passwords, email forwarding, assign in multiple groups.
- Upgrade and replace hardware and software systems. Support and maintain user account information including rights, security and systems groups.
- Great people skills: Abilities to interact and communicate with other people and work as a team. Such as while managing the digital hot spot and interacting with other people, whether that be teammates in the workplace or dealing directly with customers and having positive attitude with a friendly, positive demeanor and develop some a positive rapport with colleagues.

**Education:**

**Polytechnic Institute of Armenia**  
Masters, Technical Science

**Certifications:**

Microsoft Certified Systems Administrator (MCSA), 2008  
Microsoft Certified Professional (MCP), 2007  
A+ Certified Technician (A+), 2003

**Great people skills:**

User and executive support analyst with interpersonal skills and a broad understanding of a wide variety of technologies. Quickly and effectively diagnose, and resolve issues related to local network issues including all facets of traditional end-user computing, mobile, administration and audio-visual support among other capabilities.  
Focused on delivering exceptional quality service to a designated group of VIP users such as Harman VIP users, by ensuring prompt service handled in a timely manner and problem resolution with very high level of technical proficiency.

**Experience:**

Nov. 2018  
to Feb. 2020

**Harman International**, Los Angeles, CA  
SITE ADMINISTRATOR

- Managed the Northridge IT site, Digital Hot spot, and Digital hub
- Supported – 500 users, including remote and guest users
- Worked on new projects with security team.
- Supported the server room.
- Managed asset inventory and e-waste
- Professional customer-oriented service and friendly behavior.
- Installation, configuration and troubleshooting Desktop + laptop, hardware and software like Windows XP, vista, 7, 10 and printer, fax, VOIP phones.
- Installation, good troubleshooting skills of desktop client applications like MS office, acrobat, Java, VPN Software, Symantec Antivirus, PDF creator, Jabber, WebEx etc.
- Basic understanding of OS, Microsoft Deployment services, SCCM.

- Working with asset management tools like ServiceNow and ERP/IBP Financial Tools like SAP.
- Support for Mobile devices, iPhone, android with AirWatch.
- Basic Administration of windows 2003, 2008, 2012 Server, Active directory, DHCP, DNS, WINS.
- Network – LAN, WAN, functionality of switches, routers, firewalls and VPN.
- Resolved all advanced (level 2 or higher) end-user related support for site personnel as escalated by the Central IT Help Desk.
- Provided support to VIP users with excellent communication and adherence to ITIL process. Perform root cause analysis to quickly recover from service interruptions, and to prevent recurring problems.
- Responsible for all back-end IT administration located at the facility. This includes server administration of all the local computer servers (mail, authentication, and backup servers), network infrastructure (switches, routers, network data connections) and other basic systems administration tasks (backup administration, EDI and Printer/Scanner administration etc.).

Nov. 2017  
to Nov. 2018

**BEC Consulting and Networking**, Los Angeles, CA  
INDEPENDENT CONTRACTOR

- Professional Computer Services and IT Support.
- Mobile Device Management, Basic iPhone, iPad, Android end-user support.
- Remote help desk support in a multi-office LAN/WAN environment.
- Windows Desktop support using remote management tools, Group Policy.
- Solved and managed all kind of technical needs.
- Windows Group Policies, Remote Administration.
- Technical solutions for Small baseness and individuals.
- Setup, upgraded, configured and managed dental office computer equipment and networking.
- Crypto Currency – Mining Rigs installation support and maintenance.
- Network Wi-Fi surveillance network cameras cabling and installation.
- Magnetic lock access door controller installation.
- Fire Alarm system design configuration and installation for large and small businesses.
- Panasonic Phone system installation maintenance and support.
- Used standard networking tools (snips, punch-down crimpers, etc.).
- Network Cat5 – Cat6A cabling, and how it is utilized.
- LAN, WAN, TCP/IP, VoIP, DNS, Dell Desktops, Desktop Imaging.

Sept. 2016  
to Oct. 2017

**JLL**, Los Angeles, CA  
DESKSIDE SUPPORT

- Provided desk-side support for hands on issues.
- Provided phone support and onsite support.
- Maas360 MDM mobile device management
- Familiarity with remote desktop support tools.
- Responded to requests and incidents by phone, email, support queue, on-site visits, or remote-control sessions.
- Performed problem resolution research and document solutions.
- Escalated out of scope or unresolved tickets to appropriate IT personnel.
- Participated in technology implementations, both corporate wide and business-unit based.
- Replaced failed phones, printers, network cables.
- Assisted with company-based software/hardware deployments.
- Maintained and tracked hardware inventory.
- Coordinated office needs with Regional IT Manager and/or local office managers.
- Replaced failed hardware on desktop and laptop computers.
- Image laptops, desktops, and workstations.
- Setup/provisioning of New Hire equipment.
- Provided extensive support for C-Level VIPs with white glove service.
- Assisted in LAN/WAN operations; including setup, support, documentation.
- Coordinated office/cubicle setup and moves.

- Installation and configuration of network printers.
- Monitored and implemented company policies, procedures, and standards to ensure compliance was met.
- Operational knowledge of networking, telephone, and infrastructure concepts.
- Managed Active Directory User Accounts, Exchange Online Mailboxes, and end user computing environments.

Jan. 2016  
to Aug. 2016

**Momjian Consulting**, Los Angeles, CA  
IT CONSULTANT

- Responsible for Windows desktop and helpdesk support.
- Troubleshooting, application installation.
- Remote Access and Diagnostics.
- Support, virus/spyware protection and removal.
- Security analysis and troubleshooting, email setup, network connectivity, and desktop image deployment.
- Troubleshooting and remediation laptop hardware, VPN support, performing software and hardware upgrades.
- Utilized proven experience in user support, laptop/desktop operations activities, networking, troubleshooting, implementation, administration, and 2nd/3rd level.
- Solid problem-solving abilities and diagnostic skills, along with ability to build positive and collaborative relationship with end users.

Aug. 2014  
to Oct. 2015

**Colliers**, Los Angeles, CA  
INFORMATION SYSTEM ANALYST II

- Identified and developed methods, techniques, diagnostic tools or criteria to troubleshoot, diagnose and resolved moderately complex PC/LAN-related hardware, software, operating systems and network problems.
- Provided PC/LAN and related complex project support.
- Extensive experience working with C-Level VIPs with white glove service.
- Analyzed client needs and reviews technical alternatives to determine their impact on the client and systems environment.
- Created standard images and configurations for each model of all company laptops and desktop personal computers.
- Set up and configured company's personal computers, including towers, laptops, and smartphones.
- Used independent discretion, judgment, and technical skills to resolve user's problems on a wide variety of hardware and software issues.
- Provided break/fix solutions for all personal computers, laptops, monitors, and printers for the corporation. Included coordination with and instruction of vendors, contractors, and consultants.
- Provided on-site desktop support for hardware and software issues at the corporate office and remote offices, as required, and resolved open problem tickets on the phone with remote users.
- Participated in the planning, installation and implementation of new or modified PC/LAN-related hardware, software, applications or operating systems to meet client's requirements.
- Provided training and technical assistance to LAN Administrators.
- Assisted the Service-desk support team and helped them to solve higher level complex tasks.

Mar. 2014  
to Aug. 2014

**ATR, Wells Fargo** Los Angeles, CA  
IT SUPPORT TECHNICIAN III

- Assessed client needs and identified appropriate options, considering alternatives as well as impact on client and systems. Effectively resolved conflicting priorities.
- Provided extensive C-Level VIP support with white glove service.

- Took part in the planning, installation and implementation of PC/LAN related hardware, software, applications and operating systems. This included configuring and deploying desktop and laptop computers and peripherals.
- Diagnosed and resolved moderately complex PC/LAN related hardware, software, operating systems and network problems using BMC Remedy (Pac 2000) ticketing system.
- Worked with SMS technologies.
- Handled a wide variety of issues in the maintenance of Salesforce CRM which was deployed to thousands of users across multiple sites.
- Worked with team to test and update the business continuation plan.
- Worked offsite as needed, to Oxnard, Long Beach, Pasadena and Visalia. Supported 9 locations for the wholesale group.
- Responsible for inventory tracking and updates, as well as other tasks defined by department management.
- Generated new PCs and reconfigure existing PCs with standard company image.
- Performed daily Operations support tasks relating to any desktop hardware, including PCs, printers, monitors, cabling and other peripherals and desktop software, in a banking environment.
- Handled high pressure situations as required.
- Assisted and coordinate to setup MFD.
- Helped users to setup home-based business printer and wireless connectivity.