

# Kavosh Derakhti

## IT Specialist

Talented Technical Support Representative with gift for understanding needs of both business and home users. Versed in troubleshooting and desktop support on Windows, Linux and Mac systems. Proven skill in resolving problems quickly on first call.

### Contact

**Address**  
Simi Valley, CA, 93065

**Phone**  
(424) 382-8585

**E-mail**  
Kavoshder@gmail.com

### Work History

<b>2019-08 - 2020-08</b>	<b>IT Support Specialist</b> <i>Ash Tech, Reseda, CA</i> Supported 80 employees with any technical issues. Performed IT services, troubleshooting, system operation to 120+ users and 80 on site employees. Successfully solved 30+ employee issue tickets daily. Quickly answered 20+ employee technical questions by phone daily. Maintained 200+ computers with various operating systems (Windows, Linux, iOS). Upgraded computers when needed, repaired computer hardware. Participated in team conferences with senior manager and owner.
<b>2020-01 - 2021-01</b>	<b>Computer Technician</b> <i>Sardonix Inc., Simi Valley, CA</i> <ul style="list-style-type: none"><li>Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.</li><li>Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.</li><li>Oversaw equipment inventory to maintain on-hand availability of necessary replacement parts and consumable goods.</li><li>Linked computers to network and peripheral equipment, including printers and scanners.</li><li>Explained technical information in clear terms to non-technical individuals to promote better understanding.</li></ul>

### Skills

Fluent in Farsi, Turkish, and English

Help Desk Support

Microsoft Windows and Office

System Performance Assessment

Troubleshooting Network Issues

Hardware and Software Repair

Resolving Problems and Incidents

Computer Diagnostics

Remote Technical Support

Time Management

Employee Computer Support

Collaborative Team Player

Cable Management

Customer Service

- Decommissioned outdated equipment, referring devices to appropriate recyclers or disposal personnel.
- Executed technology implementation projects, minimizing downtimes and business disruptions.
- Backed up company data on regular basis, successfully recovering critical information after malware attacks.
- Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff.
- Refurbished PC systems and peripherals such as monitors, networking equipment, printers and more.
- Diagnosed and troubleshoot problems, repairing and restoring machines to peak performance.

**2019-08 -  
2020-07**

## **Manager**

*Domino's Pizza, West Hills, CA*

- Controlled costs and optimized spending via restructuring of budgets for labor, capital assets, inventory purchasing and technology upgrades.
- Expanded cross-functional organizational capacity by collaborating across departments on priorities, functions and common goals.
- Reviewed performance data to monitor and measure productivity, goal progress and activity levels.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.

**2016-07 -  
2018-01**

## **Car Salesman**

*Farham Auto, Lake Oswego, OR*

- Drove team revenue totals by bringing in top sales numbers.
- Qualified buyers by matching requirements and interests to various car or truck models and discussing finance options.
- Contacted associated dealerships to locate desired vehicles meeting customer specifications.
- Attended auctions to sell undesirable vehicles

and purchase needed makes and models.

- Responded to customer enquiries via telephone and email.

**2021-01 -  
Current**

### **Delivery Driver**

*Domino's Pizza, Thousand Oaks, CA*

- Completed on-time deliveries by choosing best and most efficient routes.
- Contacted customers prior to delivery to confirm and coordinate delivery times.
- Kept and studied detailed mileage and fuel reports to track overall fuel costs.
- Kept detailed records of completed or in-progress deliveries using hand-held devices and camera images.

## **Education**

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**2014-01 -  
2014-12**

### **Information Technology, Google IT Certificate: Information Technology**

*Doctor Fatemi - Karaj, Iran*