

# Mark Grigorian

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## **OBJECTIVE**

I am an experienced Windows OS based System and Network Engineer looking for an IT job in a dynamic environment with the opportunities for growth. I would like to find a working environment which offers intellectual challenges and involves working with teams of other driven IT professionals.

## **TECHNICAL SKILLS & CERTIFICATIONS**

- **Operating Systems:** Windows Desktop and Server OS (all versions), Linux OS (Debian / Red Hat)
- **Virtual environment:** Hyper-V, VMware, KVM
- **Backup software:** Windows, Norton, Acronis, Backup Assist, QNAP, Continuum
- **Hardware and Software Firewalls:** Kerio, ISA/TMG, CISCO, SonicWALL, Netgear, D-Link
- **Web Languages:** HTML, CSS, JavaScript, MSSQL, MySQL, Mongo, PHP MyAdmin, Apache, Tomcat
- **Applications:** MS Office, OpenOffice, Adobe Acrobat, QuickBooks

## **PROFESSIONAL EXPERIENCE**

**Skydance Interactive LLC (formerly The Workshop Entertainment Inc.) - Marina Del Rey, CA Senior IT Engineer: October 2015 - May 2018**

- Performed daily and weekly backups of the Virtual Environment (VMware, Hyper-V, Xen Server, KVM). Testing the backups. Troubleshooting if needed
- Performed daily and weekly backups of the Physical Environment (R-Series Dell Servers running Windows 2008R2 / Windows 2012R2 OS)
- Designed and implemented the new server infrastructure based on the Windows Server Products. Configured and maintained physical servers and installed server OS. Migration and Upgrade from Windows Server 2008R2 to Server 2012R2.
- Designed and implemented the new Virtual Environment for developers and QA team to test their programs and applications in different OS based environment.
- Installed, configured and provided an extended support for Network Hardware and Software.
- Managed company's Firewall (ASA5510) and L2/L3 switches (CISCO, D-Link, SonicWALL) Designed, implemented and maintained the new network infrastructure. Upgraded the network from 1Gb (Copper) to 10Gb (Fiber Optic). Troubleshoot OS and network issues.
- Firmware and OS upgrades of the servers and network appliances (SonicWALL, Netgear, CISCO)
- Managed DHCP, DNS, Active Directory, Group Policy and WSUS services, Google Apps, Google email services, Office 365 service (including Exchange 2010/2013/365 server and related services)

**Alliant Technology Group – Arcadia, CA Server and Network Support Technician: September 2014 – July 2015**

- Performed daily and weekly backups. Tested backups. Troubleshoot if needed.
- Installed, configured and maintained Windows and Linux based Desktop and Server Products.
- Installed, configured and providing an extended support for Network Hardware and Software for company's clients over the phone, emails and ticketing systems.
- Troubleshoot OS and network issues of client's environment.
- Patch updates for Servers and Desktops OS.
- Firmware and OS upgrades for the network appliances (SonicWALL, Net Gear, CISCO, etc...)
- Provided extended support for clients Desktop OS and business applications over the phone, emails and ticketing systems.
- Managed client's SBS, Exchange and SQL servers, services, centralized Antivirus Control systems.

**PMCS, Inc – Montrose, CA | Server and Network Support Technician – March 2013 – June 2014**

- Providing technical support, answering support queries over the phone & email.
- Remote administration and management of customer premises equipment (Servers, NAS, Backup systems, Routers and Firewalls (L2/L3)).
- Technical support for the Windows Server Products.
- Technical support for the network environment.
- Troubleshooting OS and network issues.
- Patch updates for Servers and Desktops OS.
- Firmware and OS upgrades for the network appliances (SonicWALL, Net Gear, CISCO, etc...) Train and supervise other Level 1 technical support staff.

**Outsourcing24 LLC – Moscow, Russia IT Support Specialist – May 2009 – February 2013**

- Provided technical support and practical assistance for the users.
- Patch updates for the user's Desktops and Server OS, Installing and configuring software.
- Installing, configuring and troubleshooting Desktop issues, printers and other network environment.
- Providing technical support over the phone & emails.
- Remote administration and management of Desktops.
- Creating and maintaining email profiles for users in the Exchange server/Office365/Exchange365 Document and maintain Help Desk policies and procedures.
- Administration of Windows 2000, 2003 and 2008 Servers.
- Troubleshoot the backup failures.
- Troubleshoot server hardware issues and work with service providers to facilitate repairs Implementation of changes on production servers in a large Web Center environment.
- Build servers for production and test environments by following strict build procedures.

**Ulma-Stone LLC – Moscow, Russia IT Support Specialist – June 2002 – February 2009**

- Provided technical support and practical assistance for the users.
- Patch updates for the user's Desktops and Server OS, Installing and configuring software.
- Installing, configuring and troubleshooting Desktop issues, printers and other network environment.
- Providing technical support over the phone & emails.
- Remote administration and management of Desktops.
- Creating and maintaining email profiles for users in the Exchange server/Office365/Exchange365 Document and maintain Help Desk policies and procedures.
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**EDUCATION**

*Specialist in IT*

Moscow state energy institute – Moscow, Russia – 2004 to 2006

*Master's degree in Psychology*

Vanadzor state teacher's training institute – Vanadzor, Armenia – 1998 to 2004

*Secondary school in Mathematical class*

Secondary School №4 named after A.S. Pushkin – Vanadzor, Armenia – 1987 to 1997

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**ADDITIONAL INFORMATION**

United States Citizen