

# Arman Andreasyan

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## Key specifications:

IT and MIS Consulting, Help Desk and Technical Support, Quality Assurance/Software testing (Redmine, Basecamp, FireBug, Atlassian Jira (Software and Service Desk), Trello, Firefox Web Console, HP Load Runner), Remote Desktop Connection (LAN Desk, LogeMeIn), Ticketing System (ConnectWise, OSTicket, Jira), MICROS/OPERA, PMS, Web Development, POS maintenance and administration, Payment processing, Hardware and Software Support, VOIP/SIP.

## Experience

2016 June – Present                      Arm&Art Partners INC                      *Glendale, CA*  
**IT Consultant/ Support Engineer**

Desktop Support (Level1/Level2).  
IT Security and Audit  
Microsoft and Apple product support (Operation Systems and Hardware)  
Software and Hardware configuration management, PC/MAC assembling and installation.  
Microsoft Server side support (Active Directory, Azure, Group Policy Management, MS Exchange and Cloud Email)  
Networking (routing and DNS configuration, VPN, DMZ etc.);  
Backup and Restore procedures  
VOIP/SIP and CloudPABX support (SIP accounts, SIP server, VOIP phones, VOIP applications)  
POS support and Payment processing support (hardware and software)  
Virtual Machine Technologies (MS Azure, VMware, OracleVM)  
Database Maintenance (ORACLE, MSSQL); Business analysis of customer needs  
Troubleshooting other office equipment (printers, copiers, scanners)  
Manual Testing, Agile and Scrum framework  
Hardware, Performance Testing

2015 May – 2016 May                      ABACUS IT                      *West Hollywood, CA*  
**Level 1 and 2 Support Engineer, Server Support Engineer**

IT Support (Level1/Level2).  
Microsoft and Apple product support (Operation Systems and Hardware)  
Software and Hardware configuration management, PC/MAC assembling and installation.  
Microsoft Server side support (Active Directory, Azure, Group Policy Management, MS Exchange/Cloud Email)  
Networking (routing and DNS configuration, VPN, DMZ, Socks5);  
Backup and Restore procedures  
VOIP/SIP and CloudPABX support (SIP accounts, SIP server, VOIP phones, VOIP applications)  
POS support and Payment processing support (hardware and software)  
Virtual Machine Technologies (MS Azure, VMware, OracleVM)  
Database Maintenance (ORACLE, MSSQL); Business analysis of customer needs  
Troubleshooting other office equipment (printers, copiers, scanners)  
Manual Testing, Agile and Scrum framework; Hardware, Performance Testing

2014 July – 2015 May

Velantro INC

Glendale, CA

**System Support and Application Support (Level 1&2) / QA Analyst**

IT Support (Level1/Level2), escalating issue to Vendor/Level3  
Manage Networks; Backup and Restore procedures  
Hardware/Software Upgrading and Procurement  
Implementation/deployment – retail, Microsoft and POS applications (RetailPro 8/9, Micros and Counterpoint)  
VOIP/SIP and CloudPABX support (SIP accounts, SIP server, VOIP phones, VOIP applications)  
POS support and Payment processing support (hardware and software)  
Virtual Machine Technologies (MS Azure, VMware, OracleVM)  
Database Maintenance (ORACLE, MSSQL); Business analysis of customer needs  
Troubleshooting other office equipment (printers, copiers, scanners)  
Manual Testing, Agile and Scrum framework  
Hardware, Performance Testing

2013 August – 2014 July

National Sales Corporation INC

7720 Oxford Way, Commerce, CA

**IT Support/Help Desk Operations, QA Engineer**

IT Support (Level1/Level2), escalating issue to Vendor/Level3  
Manage Network, Assign network rights; Backup and Restore procedures  
Hardware/Software Upgrading and Procurement  
VOIP/SIP and CloudPABX support (SIP accounts, SIP server, VOIP phones and VOIP applications)  
POS support and Payment processing support (hardware and software)  
Hardware Testing (Bluetooth/Wi-Fi connectivity), usability testing  
Troubleshooting other office equipment (printers, copiers, scanners)

2009 January – 2013 August  
MD

Marriott International INC

10400 Fernwood Rd, Bethesda,

**Senior System Engineer (Armenia Marriott Hotel)**

IT Help Desk and Technical Support (Level1, Level2)  
IT Security and Systems Support (HP and Dell System Management Applications)  
Hardware/Software Upgrading and Procurement (HP ProLiant Servers)  
POS (Point of Sales) Equipment installation and maintenance (MICROS / OPERA)  
QA Software testing (test scenario, bug reports)  
VOIP implementation and administration  
Troubleshooting other office equipment (phones, printers, copiers, scanners)  
Access Management Control; Group Policy implementation

2006 - 2009

FINCA International INC

1201 15th Street Northwest, Washington, DC

**Help Desk Support/QA Engineer**

IT Help Desk and Technical Support (Level1, Level2)  
Banking application testing (Client/server, WEB)  
Hardware/Software Upgrading and Procurement  
Maintain computer and phone equipment for more than 100 clients  
Troubleshooting other office equipment (printers, copiers, scanners)

2005 – 2006      PA Consulting Group INC      1611 North Kent Street, Arlington, VA  
**IT Operations Supervisor/IT Analyst**

IT Help Desk and Technical Support (Tier1, Tier2)  
Hardware/Software Upgrading and Procurement  
Training; Customer Support  
Web Development

## Education

2005      Institute of Physiology by Pavlov      St.Petersburg, Russia

Dept. of Physiology  
PhD in Biology, Neuroscience

1993- 1997      Armenian State Pedagogical University.      Yerevan, Armenia

Dept. of Pedagogy and Psychology  
Bachelor Degree of Pedagogy and Psychology

## Special Education and Training

1. RetailPro POS System Engineer – all certifications
2. QA (Manual) Analyst – TESTPRO University
3. 2008-2010 CISCO Academy CCNA courses
4. 2010 HP-Compaq seminar - Maintenance and Support of HP products (blade servers, tower servers, PSG)
5. 2008 Central Bank of RA - IT and Management, IT Auditing; IT standards – COBIT, ISO17799/BS7799; IS Security; ITIL; *Certificate of Achievement*
6. 2004 -2006 SUN Learning Centre, DigitalThink & SUN Microsystems
  - a. *Windows XP Professional Operating System* (Microsoft Certified IT Professional Series)
  - b. *Sales and Marketing*
  - c. *Business Development and Information Technologies*
7. 2004 -2006 American Association for Computing Machinery. NYC, US
8. 2003 Enterprise Incubator Foundation. PR & Marketing in Information Technologies
9. 2001 American University of Armenia. *Certificate of Web Page Designer*
10. 1999 Institute of Information and Automatic Problems Yerevan, RA  
Basic of Computer Networks and Internet, Certificate of PC operator (A+)

**Computer Skills:** MS Active Directory, Microsoft SCOM, MS Server 2000/2003/2008/2012, Microsoft Exchange, Backup Exec, TCP/IP & Networking Topology/Solarwinds, DNS /DHCP, Lotus Notes, Switches, Routers, HTML5/CSS3, Javascript, Firewalls & VPN, Software Deployment, Tivoli Service Desk, MICROS Systems, Virtualization, Corporate Antivirus, Windows OS, Apple Mac OS, Microsoft Office, Dell & HP equipment and apps (Dell Service Management), Cloud Computing (Office 365, Google), MS SQL Server, MS IIS 7, MICROS/OPERA, POS, Web Development/CEO, Agile/SCRUM Framework, Manual QA, IT Standards.