

ARMEN DOVLATYAN

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OBJECTIVE:

Challenging position in IT technology, implementing Design and Establishing Data Information Systems/from concept to completion. Providing technical support service for community Business Center and Schools to optimize corporate goals.

QUALIFICATION:

- Over five years tutoring experiences in Information Technology for 300 students at the Community Business Center. Providing technical support for Community Center.
- Over four years IT consulting experiences as liaisons between Armenian Ministry of Healthcare and Community health centers. Maintain and provide technical support services for over 65 healthcare dental/clinics/labs and hospitals.
- Over ten years Help desk support experiences, setting up, configure, optimize client computers, excellent customer service.
- Proficiency in MS Windows, Mac OS, MS Server 2008/2012, MS SQL, HTML, Local Area Network Maintenance.
- Troubleshooting, computer hardware/software, repairing, and assembling experiences.

PROFESSIONAL EXPERIENCE:

• Jan 2017-Dec 2019

"CCK Computers", IT Service and Computer repair

Senior IT Technician, Help Desk Support

- Design information systems and maintenance;
- Provide on-site and remote technical support for clients;
- Troubleshoot and repair computer hardware/software, projections and printers;
- Repairing physical damage computes mainly Macs, iMacs, PC Desktops, Notebooks;
- Logic board replacement, display assembly replacement (Macs, iMacs, Notebooks, PCs);
- Hard drive replacement, Data transfer (Macs, iMacs, Notebooks, PCs)
- Set up computer systems and hardware, and install or re-install software programs;
- Malware removal, virus cleanup, disk cleanup;
- Hard drive cloning, recovery and backup;

• March 2012- Oct 2016

"Comine" LLC - Design Information systems, training and maintenance

Senior IT Consultant, Help desk support

Design and establish Data Information System. Maintain and provide online and local technical support for more than 65 healthcare community centers.

- Provide online and local technical support;
- Setup and configure Windows OS on client's servers;
- Setup and configure MS SQL Servers on client's systems and servers;
- Diagnose client server configuration in order to find problems and solutions;
- Tune and optimize client server/configuration resolve and improve operating system;

EDUCATION:

Los Angeles Valley Collage

Van Nuys, CA

CompTIA A+ Certificate in progress

"Leningrad Agriculture Institute"

Leningrad/St. Petersburg/, Russia

Engineer of Mechanization

SPECIAL SKILLS:

Multi-lingual, functions effectively in multi-cultural environment, excellent interpersonal and communication skills, excellent customer service, enjoy solving problem.