

ARMEN DOVLATYAN

North Hollywood, CA, 91605

Mobile: (661) 675 9717,

E-mail: armen.dovlatyan@gmail.com

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 Ministry of Healthcare of Armenian 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, excellent customer service, setting up, configure, optimize client computers.
- 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-May 2020

"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;
- Diagnosing, troubleshooting and repair computer hardware/software;
- Repairing physical damage computes, Macs, iMacs, PC Desktops, Notebooks;
- Hard drive data transfer, cloning, recovery, backup and restore (Macs, iMacs, Notebooks, PCs)
- Set up computer systems and hardware, and install or re-install software programs;
- Malware removal, virus cleanup, disk cleanup;

• 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.