

# Art Grigoryan

Van Nuys, CA

Burbank, CA

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## OBJECTIVE

Employment Objectives: My goal is to find the most efficient workflow in my day to day operation so that I can effectively perform my duties within a team environment and on a timely manner, while maintaining high quality work.

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## TECHNICAL SKILLS

### Related Proficiencies

- Domain Controllers and Active Directory
- Remote Access Tools
- Windows XP, 7, Vista, 8, and 10
- E-Mail Solutions and Protocols
- Security, Backup, and Virus Removal
- Faxes and Printers
- Networking
- Mobile Devices
- Firewalls, switches, and patch panels

### Other Proficiencies

- Mac OSX
- Java, Lua, and C++ Programming
- Report Writing and Data Logging
- System installation and restoration
- Linux and BASH terminal
- PBX and Multiline Telephones
- Basic Web Design
- SQL
- Create, curate, and deliver training

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## WORK EXPERIENCE

### ProSoft

*Tier 2 Software Support Supervisor – Calabasas, CA*

May 2015 – Present

- Using remote access, provided advanced/Tier II assistance in resolving technical issues
- Provided support to users with our software across various platforms
- Assisted in revamping the entire department's security and practices
- Monitored network bandwidth usage
- Watched call statistics and traffic
- Assisted agents in handling escalated calls

### VMNode

*Technical Support – Remote Access*

April 2013 – September 2015

- Troubleshoot various problems of clients
- Provided information about the servers, hosting details, and offers
- Assisted clients set up and configure newly acquired systems
- Process orders and manually fix account errors

### Freelance

*Computer Repair/Data Backup and Retrieval*

May 2012 – Present

- Built custom computers from scratch according to client needs
  - Installed and updated drivers and various software
  - Set up and configured networks, and network devices like printers, routers, switches, and computers
  - Removed viruses, backed up data, and installed security measures
  - Retrieved lost and/or corrupt data
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## EDUCATION

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**California State University, Northridge** Northridge, CA  
Bachelor of Science degree - Computer Information Systems

Spring 2020 – Spring 2022

**Los Angeles Pierce College** Woodland Hills, CA  
Associate of Science degree - Computer Information Technology

August 2017 – December 2020

## ACCOMMODATIONS

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- First employee in company history to be given a supervisory role outside of the minimum requirement of be
- Only person selected to provide tier 2 support in the US branch

## ACCOMPLISHMENTS

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- Created an entire training program from the ground up, which became the training standard for all new employees for two different employers
- MySQL and Oracle courses

## INTERESTS

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Researching emerging technologies, tinkering with computers, and portable devices

## REFERENCES

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Available Upon Request