PIERRE PAPAZIAN

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OBJECTIVE

To obtain a help desk position with which will benefit from extensive knowledge of popular operating systems and common software applications.

EXPERIENCE

2021-2022   TECHNICAL SUPPORT SPECIALIST, NEXGEN TECHNOLOGY

- Manage all procedures related to the identification, prioritization, and resolution of end user help requests
- Monitor, track and coordinate Help Desk functions
- ATM and POYNT Transaction reporting
- QA testing and installation of NexGen products including software and hardware

2021- 2021   REPAIR TECHNICIAN, LOCK LABS, INC

- Inspect and test equipment and repair as needed to factory specifications
- Equipment cleaning and resetting, new equipment preparation
- Use computer system to transact activities to properly track equipment and parts inventory
- Customer Service

2019 - 2020   *WAREHOUSE MANAGER*, YAN INTERNATIONAL

- Oversee receiving, warehousing and distribution operation
- Control inventory levels by conducting physical counts
- Receive and ship food, ensure that all items are properly sorted and labeled
- Preparing a list of outgoing shipments according to customer's requests

2015 – 2019   *AUTO TECHNICIAN/PARTS MANAGER,* UPDATED AUTO BODY & REPAIR SHOP
- Inspect vehicle engine and mechanical/electrical components to diagnose issues accurately
- Inspect vehicle computer and electronic systems to repair, maintain and upgrade
- Conduct routine maintenance work aiming to vehicle functionality and longevity
- Maintain stock at a level that enables servicing and repair departments to complete their work without delay

2008-2015   *IT SUPPORT SPECIALIST*, NEW COMPUTER CENTER

- Serve as the first point of contact for customers seeking technical assistance over the phone or email
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Walk the customer through the problem-solving process
- Maintain daily performance of computer systems, install, and repair computer hardware and software

EDUCATION

CompTIA A + Certification 2020

COMPUTER SKILLS/ LANGUAGES

Microsoft Office (Word, Excel, Outlook, Power Point), Adobe Photoshop, Networking, Internet

English, Arabic, Armenian