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GUVANCH YALKAPOV - IT Support Specialist

SKILLS

- 18 years' experience in IT field
- 5 year in customer service
- CompTIA Server+ Certified
- Microsoft Certified Desktop Support Technician
- Software Technician - Bauman University Training Center
- CCNA in progress
- Sales Training in Telecommunication

Excellent communication, organization, and teamwork skills. Strong hardware knowledge as you will be building various types of server hardware with different hardware specs and parts. Exceptional customer service. Microsoft Office, Windows Server 2012, Centos, Ubuntu, Asterisk soft PBX, Windows 7, 10, Desktop Support, IT, Active Directory, Solarwinds Orion, VMware, Data Backup & Recovery.

EXPERIENCE

ECOPRO2 LLC, Mount Vernon WA – *Customers Service / Sales Manager*

February 2019 – March 2020

- Take calls and e-mails from users and respond, performing first level support and resolving as many of the issues as possible based on experience.
- Performs necessary repairs on desktop or printer hardware and/or operating systems which may include the replacement of system boards, hard drives, loading, and testing software applications
- Maintain accurate inventory of work tools, test equipment, and devices
- Answering customer phone calls and emails in a timely and professional manner
- Meeting with customers and arranging exception customer interaction
- Handling customer complaints
- Implementation CRM - Bitrix24
- Creating and managing a database of prospects
- Creating and managing sales email campaign - Mailchimp

@VAGA LLC, Mount Vernon WA – *CRM consultant/IT support*

September 2018 – February 2019

- Implementation CRM - Bitrix24
- Create users, create prospects, rules, tasks, calendar events, provide the necessary training and support
- Administer and resolve issues with associated end-user workstation networking software products

Engineering Solution, Ashgabat/Turkmenistan – IT Manager/BDM

September 2015 – February 2019

- Design and Implement Business IT Collaboration Services
- Create and implement Corporate Policies related to Corporate Data treatment and handling, Corporate Network and Internet Policies, NDAs
- Corporate Email Service, Centralized IP PBX, Active Directory, Secure File Storage, Back-Up system and rules.
- Implement IT and office assets tracking and management
- Implement IT and office equipment and supplies procedures
- Access and control system of premises including Video Surveillance
- Workforce Tracking System
- Provide a presentation on basic cybersecurity for office staff
- Install new server hardware or other equipment by racking, cabling, and labeling equipment Install server operating systems per documented process Configure and troubleshoot hardware, storage, back-ups implement recovery steps for data restore and retrieval Troubleshoot and upgrade hardware on existing servers replace hard drives, power supplies, and RAM Monitor inventory for servers, components, and cables
- Sales, Procurement, development of new markets

Orta Aziya Aragatnashyk (Satellite Communication Provider) Ashgabat/Turkmenistan – Principal

MAY 2015 – February 2019

- Create and maintain effective customer relationships, with customer satisfaction as the ultimate goal. Answering customer phone calls and emails in a timely and professional manner
- Assisting Internal Teams to ensure the site meets all compliance requirements
- Maintain accurate inventory of work tools, test equipment, and devices
- Monitor, assist and/or resolve troubleshooting technical issues

Hermes Datacommunications Int Ltd (UK Telecommunication and Managed Networks, acquired by Speedcast) www.speedcast.com Ashgabat/Turkmenistan – Business Development Manager

MARCH 2010 – MAY 2015

- Create and maintain effective customer relationships, with customer satisfaction as the ultimate goal. Answering customer phone calls and emails in a timely and professional manner.
- Assisting Internal Teams to ensure the site meets all compliance requirements.
- Develop existing accounts and ensure that existing customers satisfied and positive
- Support account managers to prepare a proposal and participate in tenders
- Identify potential clients and the decision-makers within the client organization
- Research and build relationships with new clients

Lotus Enerji Sanayi ve Ticaret A.Ş. Turkey Ashgabat/Turkmenistan – IT Manager

JANUARY 2009 – FEBRUARY 2010

- Install new server hardware or other equipment by racking, cabling, and labeling equipment Install server operating systems per documented process Configure and troubleshoot hardware, storage, back-ups implement recovery steps for data restore and retrieval Troubleshoot and upgrade hardware on existing servers replace hard drives, power supplies, and RAM Monitor inventory for servers, components, and cables
- Document processes and procedures maintain records for system operations, task lists, problems, and resolution updates Support release process via change management requests Manage outages and incidents per documented process. Update both IT and Business teams appropriately and timely during outages per documented procedures
- Create and maintain effective customer relationships, with customer satisfaction as the ultimate goal
- Answering customer phone calls and emails in a timely and professional manner

Hermes Datacommunications Int Ltd (UK Telecommunication and Managed Networks, acquired by Speedcast) www.speedcast.com
Ashgabat/Turkmenistan – Support Engineer

DECEMBER 2007 – JANUARY 2009

- Designed, installed, administered and maintained Satellite Communication Systems for customer's needs
- Install and Support Video Surveillance and Teleconference via Satellite Communication Networks
- Upgraded, maintained and repaired software and hardware configurations of the customer's computers
- Consulted customer's office staff on the issue of efficient usage of resources
- Traveled to the remote places such as drilling field camps and rigs, construction sites, and local offices all around Turkmenistan Installed, maintained, troubleshoot, commissioning of onshore and offshore VSAT terminals, Microwaves, Radios, Navigation equipment, CCTV, PBX around Turkmenistan
- Maintained Windows Server systems

Çalık Enerji Sanayi ve Ticaret A.Ş
Ashgabat/Turkmenistan – IT Support Technician

OCTOBER 2003 – DECEMBER 2007

Gap Pazarlama (Calik Holding)
Ashgabat/Turkmenistan – IT Support Technician

OCTOBER 2003 – DECEMBER 2007

General Satellite Corporation
Ashgabat/Turkmenistan – Sales

OCTOBER 2003 – DECEMBER 2007

EDUCATION

- Skagit Valley Collage – Career Bridge (Mount Vernon, WA)
- Sales Training in Telecommunication (UK, Shrewsbury)
- Software Technician – Bauman University Training Center (Russia, Moscow)
- General Electric – Gas Turbine Maintenance Training (France)
- English Teacher – Institute of World Languages (Ashgabat, Turkmenistan)