**SARGIS YAGHUBYAN**

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# CAREER OBJECTIVE

I am a goal-oriented IT professional with experience working in a technical support team and providing exceptional customer service. I genuinely believe that my passion for learning will lead me to success.

#### CERTIFICATIONS

* CompTIA N+ certified (valid until 12/2023)
* CompTIA IT Operations Specialist (valid until 12/2023)
* PCNSA (valid until 08/09/2022)
* Google IT Support Professional Certificate (Issued in May 2020)
* CompTIA A+ certified (valid until 12/2023)
* MTA Windows 10 certified on 03/02/2018
* MTA Networking Fundamentals certified on 09/28/2018
* MTA Security Fundamentals certified on 1/28/2019

#### EDUCATION

##### American River College, Sacramento CA

*A.S. in Information Systems Security* Graduated: Highest Honors 05/20/2020

# ACCOMPLISHMENTS

* Completed Business Continuity and Disaster Recovery plan for accounting firm
* Completed Small Business/Startup plan
* Member of the Betta Zetta Pi Chapter of Phi Theta Kappa Honor Society

# SKILLS AND ABILITIES

* Customer service,
* Technical troubleshooting,
* Project management,
* Business communications,
* Proven collaborative and interpersonal skills,
* Phone & remote support,
* User training/Support,
* Network troubleshooting,
* Internet security and firewalls,
* Windows administration,
* Network systems administration,
* Computer forensics and investigation,
* Disaster recovery,
* Linux essentials,

**TECHNOLOGY PROFICIENCIES**

**Process Flows & Call-Tracking Tools**: Service Now, Salesforce, Google Cases, Five9, Ujet.

**Software:** MS Office (Word, Excel, Outlook, PowerPoint), VMware applications, G-Suite

applications, Palo Alto Networks Firewall, Salesforce, Slack, anti-virus programs.

**Hardware:** PCs, laptops, firewalls, printers, routers, modems, IoT devices.

**Networking:** LAN & VPN/Remote Connectivity, TCP/IP.

**Platforms:** Windows, UNIX, Chrome OS, Android, iOS, macOS.

# EMPLOYMENT HISTORY

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| **GAP Inc.** | |
| Help Desk Support Analyst | Oct 2020 – Current |
| Main Duties:   * Investigate, troubleshoot and document daily problems, * Provide Tier 1 and Tier 2 support to end users, * Configure hardware used in stores such as: Xerox and Epson printers, Windows workstations, iPads, iPods, * Monitor store networks, acces points, * Assist users with account access, password reset, and other issues. * Log all interactions in the Service Now ticketing system, * Working with vendors to solve warranty, and other technical issues related to servers. | Tools used daily:   * Service Now, * VMware Airwatch, * Meraki, * Mist, * MS Power BI, * iTrac360, * Splunk, * Microsoft Endpoint Configuration Manager |

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| --- | --- |
| **Voxprogroup/Telus International Folsom CA** | |
| Tier 3 technical support engineer | February 2020 – October 2020 |
| Main duties:   * Investigation of all escalated technical cases, * Handling legal, privacy and security cases, * Managing QA and peer feedback tools and reporting, * Working on projects /tasks assigned by Tier 3 technical support engineering program manager, * File bug reports to product engineers, * Contacting 3rd party manufacturers to understand product compatibility, * I am conducting roundtables with Tier 1 and Tier 2 teams and present investigations from cases. | |
| Senior virtual advisor | April 2019 – February 2020 |
| Virtual advisor | December 2018 – April 2019 |
| Tier 2 technical support agent | October 2018 – December 2018 |
| Tier 1 technical support agent | March 2018 –October 2018 |
|  | |
| Self Employed |  |
| www.sargisitsupport.com | June 2016 – March 2018 |
| Provided services:   * Providing remote (Remote desktop, Team Viewer, and other applications) and in-person Level 1 IT support to family and community members in: * New PC set up and installation, * Android and iOS device troubleshooting, * Printer set up and installation, * Virus/Spyware/Malware removal and end-user education. * Supported devices: P.C./Laptop/Tablet/Printer, * Education of end-users. | |
| **Allied Universal, Sacramento, CA** | |
| Security officer | June 2017 – March 2018 |
|  | |
| European Importing Co., North Highlands, CA | |
| Warehouse manager | February 2015 – June 2017 |
| Main duties;   * Receiving, storing, and distribution operations. * Inventory management: conducting physical counts and reconciling with the data storage system. | |
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#### LANGUAGES

##### Fluent in English, Russian and Armenian

# PERSONAL QUALITIES

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Dependable  Flexible  Hardworking  Organized  Patient