**HAIGAZ TATARYAN |** 7828 Stansbury Ave. Panorama, CA 91402 | 818.469.6801 | [haigaztataryan@gmail.com](mailto:haigaztataryan@gmail.com)

**SUMMARY**

A proficient NOC Lead that can maintain, monitor, and be able to pinpoint problems in proprietary applications, Windows, and/or any other major operating system. Able to troubleshoot anything involved in the office be it workstations, monitors, and any peripherals. Able to admin accounts. Bilingual in both Armenian and English, semi-proficient in Spanish.

**EDUCATION**

***Bachelor of Science in Network Communication Management***

*October 2016*

DeVry University | Sherman Oaks, CA

***Associate of Arts in Computer Science and Political Science***

*July 2014*

Los Angeles Valley College | Los Angeles, CA

**TECHNICAL SKILLS**

* ServiceNow
* OKTA
* Proprietary Fox AWS based applications
* Aspera Connect/Faspex
* Citrix
* Autosys
* Sophos
* Cisco AnyConnect (VPN)
* Office 365
* 365/24/7 on-call and escalations
* DUO
* OpenText (Media Management & Directory Services)
* VOIP
* Secure Content Delivery
* Active Directory
* Disney/FOX Merger
* Command Center escalation and troubleshooting
* Slack
* Pagerduty
* ScienceLogic
* Moogsoft

***Troubleshooting:***

* Able to repair desktops and/or patch software
* Printers, mice, and other accessories/peripherals
* Technical support (In-person, email, and over the phone)
* Clear and accurate communication with users

***Communication:***

* Update procedures and documentation
* Assist service desk agents/NOC agents with any issue/questions
* Quality control of tickets and their processes
* Run number reports for management

**PROFESSIONAL EXPERIENCE**

***FOX NOC Lead/FMC Lead/FOX Service Desk Lead*** June 2019 – Present

Turner Techtronics | Burbank, CA

* Apply various troubleshooting methods to track down complex technical problems.
* Manage and update incident tickets through ServiceNow.
* Create and update documentation/procedures.
* Identify opportunities to enhance the overall client experience and ensure client satisfaction.
* Serve as a point of escalation for the NOC team staff; escalate to “management” when/if applicable.
* Provide written communications to clients on the status of services and/or service disruptions.
* Handle and escalate high priority issues related to NOC and EMF services.
* Professionally represent and protect the interest of TTI (Turner Techtronics Inc) in all interactions with customers, vendors, and employers.
* Improve technical proficiency in accurate system diagnosis/repairs.
* Pursue and successfully complete any offered or required manufacturer or TTI training courses to heighten personal proficiency
* Plan and prioritize the NOC/EMF team’s daily activities.
* Provide and oversee training on all NOC/EMF policies and procedures.
* Ensure the team is following all standard operating procedures.
* Assist with and closely monitor the progress of all high or critical priority tickets to ensure issues are addressed in a timely and efficient manner.
* Manage multiple projects.
* Anticipate and satisfy customer and management requests for information or service in a timely and professional matter
* Provided auxiliary assistance to other service providers in the performance of repair and support services.
* Supported and assisted Level 1 technicians with questions they may have with issues that have a higher level of difficulty
* Assisted management team in creation of both internal and user facing documentation
* Research and implement fixes for new issues and only escalate if an issue is out of their skill level or their ability to resolve
* Strong proficiency in troubleshooting and supporting both Windows and Mac devices
* Advanced knowledge and familiarity with specialty software installations and troubleshooting (i.e. Oracle, FileMaker Pro, IBM iSeries client, Lotus Notes, etc.)
* Assist engineers on bridge calls with root cause analysis

***FOX Command Center (NOC Technician & EMF Support)*** November 2017 – May 2019

Turner Techtronics | Burbank, CA

* Received and processed requests for service via telephone or email.
* Actively monitored network alerts and ticket queue to ensure all alerts are escalated in a timely manner.
* Adhered to and followed all Standard Operating Procedures to prevent delays in escalation.
* Troubleshooted and resolved issues on the initial call when possible utilizing the internal knowledge base, experience, and team resources.
* Monitored unassigned ticket queue and followed up on tickets as needed
* Identified and escalated tickets to appropriate support groups when needed.
* Documented issues in the ticketing system thoroughly.
* Followed up on open issues with the escalation process to provide feedback to customers.
* Performed a quality assurance check on resolved tickets to ensure customer satisfaction.

***Field IT Technician*** June 2017 – November 2017

Geeks on Site | Los Angeles and surrounding areas

* Answer user inquiries regarding computer software or hardware operation to resolve problems.
* Set up equipment for client use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
* Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
* Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
* Prepare evaluations of software or hardware and recommend improvements or upgrades.
* Modify and customize commercial programs for internal needs.
* Mac OS and Windows
* Hard drive recovery.
* Tussman and Corel WordPerfect.

***Sales Associate*** *May 2011 – November 2017*

Video Hut | North Hollywood

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Assist customers by providing information and resolving their complaints.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
* Greeted customers entering establishments.
* Answer customers' questions and provide information on procedures or policies.
* Troubleshoot workstations with optical price scanners
* Supervise others and provide on-the-job training.

***Agent Assistant*** *January 2011 - December 2011*

Blue Cross of California | Northridge, CA

* Provide service to the agent
* Assisted agent in special events
* Assisted verifying enrollment applications
* Took care of agent’s itinerary
* Manage and coordinate multiple projects

**OTHER CERTIFICATIONS & TRAINING**

***Network+ (Studying)***

**HONORS & AWARDS**

*Dean’s List Recipient* | DeVry University