Paimon Esfahani

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OBJECTIVE:

To pursue a position that will provide challenge, opportunity for advancement and growth, and a chance to demonstrate my knowledge, exceptional interpersonal skills, and outstanding work ethic.

WORK EXPERIENCE:

**Next Level Apparel**

15730 S. Figueroa St. Gardena, CA 90248 **From:** 07/2019-Present

**Position Held:** MIS Analyst / Lead Helpdesk

**Description of Work:** Management Information Specialist, analyze reports and data on how to better grow the company, implement new software and technology to keep the company in tune with the industry. I have been involved in completely redesigning the network infrastructure of the company to fiber, as well as implementing a new ERP system moving away from Full Circle, moved and transferred all company phones and push to talk devices on a MDM system called Maas360 as well as reduced our phone bill to more than half. I have also been involved in upgrading our server as well. Since my hire I have moved this company to a more technologically advanced stage making a lot of processes automatic and saved the company upwards of thousands of dollars.

**Fitness Intl.**

3161 Michelson Dr. Irvine, CA 92612 **From:** 07/2018 – 06/2019

**Position Held:** IT Advanced Support Technician

**Description of Work:** Provide timely support to users around the office, answer support calls, manage users in active directory, knowledge of service now, imaging of computers for new users, iPad and iPhone configuration for field technicians, asset management as well as SAT requests.

# Hyundai Motor America

**Position Held:** IT Helpdesk Support Tier II **From:** 05/2018 – 06/2018

**Description of Work:** Assist end users in support issues, refresh computers, complete and close Helpdesk tickets. Provide excellent customer service to assure the issue of the end user is complete.

**Banana Republic**

7911 Pacific Coast Hwy Newport Coast, CA 92657

# Position Held: Assistant General Manager From: 12/2017 - 05/2018

**Description of Work**: Obtained profit contribution by managing staff; establishing and accomplishing business objectives. Recruiting, selecting, orienting, training, coaching, counseling, and disciplining managers; communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising job results; developing incentives; developing a climate for offering information and opinions; providing educational opportunities.

**Publicis Sapient Groupe**

3211 Olympic Blvd. Santa Monica, CA 90404 **From:** 08/2017 - 12/2017

# Position Held: IT Filed Operations Manager

**Description of Work:** Manage an office staff of 200 plus employees making sure everything is running smoothly. Troubleshoot server issues, imaging of computers, repairing computers, training, performance monitoring, planning, analyzing, and more general administrative duties to ensure that employees are working effectively and efficiently.

**Apple Inc**

3333 Bear St. Costa Mesa, CA 92626 **From:** 08/2014 - 08/2017

# Position Held: Technical Specialist

**Description of Work:** Getting to know the customer and providing exquisite customer service, guide the customer and together help make sure they have an amazing experience. Solve and analyze their technical needs, fix and repair iPhone, iPad, and mac software and hardware.

EDUCATION:

2007 Irvine High School Location: Irvine Degree: Diploma

2013 Crimson Technical College Location: Inglewood, CA Degree: FAA Airframe Power Plant Cert. 100% completion of course certification

REFERENCES: Available upon request