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**Garden Grove, CA 92843 913.226.2152**

**Robik Rasnavad**

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| **Objective** |  | **IT Support Specialist** |
| **Experience** |  | June 2020 – Present Excell Staffing Services Garden Grove, CA  **Senior Remote Desktop Support Technician**   * 100% Remote User Support. * Helping users with all their day-to-day IT needs. * Windows7 to 10 Migrations and Clean ups. * Transferring user data from old to new machines. * Documenting migration progress.   September 2019 – March 2020 Netsmart Corp. Overland Park, KS  **Senior Desktop, Helpdesk Support Technician**   * 50/50 Desktop and Helpdesk Support with day-to-day IT issues. * Occasional Field Service Support. * Supported 2000+ Users Locally and Remotely. * Maintaining Dell Servers, Cisco Switch, Firewall and VPN Hardware. * Wi-Fi, O365 and One Drive Troubleshooting. * Outlook 2017 Server Administration. * Windows 10 Upgrade, Devices’ Refresh. * Skype for Business and MS Team Support. * Firewall Management. * MDM-360 iPhone Management. * BitLocker Encryption technology. * PXE, Server Based Image Push. * Server, PC PowerShell Scripting. * AD and Group Policy Administration. * Service Now Ticket Monitoring system. * N Central, Dameware, Team Viewer, Remote Desktop and Control. * Systems / Network Administration and Troubleshooting. * Desktop, Laptop, Scanners and Tablet Hardware and Software Break/Fix. * Network and stand-alone Printer Support and repair. * Built user profiles and emails on IMAC, Apple and Android Phones. * Smart and iPhone Support. * Avaya and Cisco – VOIP Phone Call Manager Administration.   August 2014 – September 2019 State of Kansas Kansas City, KS  **Desktop, Helpdesk Support Specialist**   * Desktop and Helpdesk Support with day-to-day IT issues. * Supported 200+ Court Users Locally and Remotely. * SharePoint O365 Migration and Troubleshooting. * Windows 10 Upgrade, Devices’ Refresh. * Skype for Business Support. * Imaging Devices through Acronis Software. * Complete Active Directory Administration. * Systems / Network Administration and Troubleshooting. * Desktop, Laptop and Tablet Hardware and Software Break/Fix. * Printer Support. * Smart and iPhone Support. * Cisco – VOIP Phone Call Manager Administration. * Wyandotte County Court House Website Administrator.   March 2013 - August 2014 Randstad/Ericsson Overland Park, KS  **Test Engineer**   * Perform problem analysis and integrate solution requirements affecting   Sprint networks.   * Literate in Ericsson-Nortel, Alcatel-Lucent and Samsung wireless switches. * Knowledgeable in network routing architecture and components/elements. * Supported Field Testers. * Identify and resolve system/process issues. * Verification of switch translation and SS7 messaging. * E911 Drive testing. * Project Management.   January 2011 - March 2013 John Knox Village Lee’s Summit, MO  **Help Desk Support Technician**   * Desktop and Helpdesk Support. * Maintenance of Desktop and Laptop Computers. * Supported 1000+ Users Locally and Remotely. * Remedy and Spiceworks Ticketing System. * Network Troubleshooting and Helpdesk Support. * Systems Administration. * Cisco VOIP Phone Administration. * Nortel PBX Administration. * 60/110 Twisted Pair Punch Downs.   September 2008 - April 2010 Sprint/CenturyLink New Century, KS  **Technical Support Analyst IV**   * Maintenance of Complex SS7 and ISDN/PRI Circuits. * Technical Assistance to Field Engineers/Vendors. * Respond to Customer Request for T1 and Trunk turn-ups/Provisioning. * Literate in Nortel DMS-10/100, Lucent 5E, and Meta Voice Switches. * Switch Translation.   April 2006 - September 2008 Sprint/Embarq/Nokia New Century, KS  **Network Analyst II**   * Maintenance of complex SS7 and ISDN/PRI circuits. * Technical Assistance to Field Engineers/Vendors. * Responsible for follow up and resolution on escalations. * Respond to customer request for T1 and Trunk turn-ups/Provisioning. * Literate in Nortel DMS-10/100, Lucent 5E, and Meta Voice Switches.   March 2001 – April 2006 Sprint Lee’s Summit, MO  **Senior Data Center Specialist**   * Systems Integration, Data Center Operations. * Installation, Termination and Pulling Cat 5/6, Coax, and Fiber Optics. * Network Operations, Application Support and Surveillance. * Router, Switch, and Server Installation and Upgrade.   1999 – 2001 Northrop Grumman Merriam, KS  **Field Support Engineer**   * Desktop/Helpdesk Support Technician. * Maintenance of high-end servers, workstations, and tape libraries. * Software and hardware support for desktop and laptop computers. * Printers and Scanners Support. * Remedy Ticketing System. * Literate in Windows and all related applications. |
| **Education** |  | 1997 - 1999 Pinnacle Career Institute Belton, MO   * AS, Electronics Technology/Computer Science. * GPA 3.97 * Graduated Summa Cum Laude, Vice President’s List. |
| **Achievements** |  | Member of Advisory Board, Electronics Institute, A+ and Net+ Certifications, SAN Planning and Design Certification, CCNA Prep Course Certification, CAT 5/6 Data cabling Certification, HTML Website Design and Programming and DOJ Secret Clearance. |