**Calvin Yousefian**

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818-422-3169

IT System/Support professional with 10+ years of experience seeking a role to be a member of an IT team providing IT support, leadership, setting goals and technology solutions that will meet corporate vision and objectives.

**Technical Skills**

**Operating Systems:** Windows XP, 7, 8, 10, server 2000, 2016, 2019, MAC

**Remote Desktop:** Windows Remote Desktop**,** Team Viewer, Log Mein, GoToAssist

**Cloning and Imaging:** Acronis, Macrium, Clonezila, Ghost, Virtual Clone, Ultra Iso, Power Iso

**Anti Virus**: Norton, [*Mcafee*](https://www.google.com/search?sxsrf=ACYBGNRQKtWSNBfb22lgdVFlEWakDN3kHw:1568048615264&q=mcafee&spell=1&sa=X&ved=0ahUKEwii7c-lnMTkAhWwFzQIHTGEB1sQkeECCC8oAA), Kaspersky, BitDeffender

**Office:** MS office 2007-2016 , MS office 365

**Graphic Design Tools:** Adobe Photoshop, Illustrator

**Ticketing System:** Zoho Desk, Jira

**Technical Aptitude:** Computer Design/Assembly/Repair, Active Directory Configuration And Windows Server Support, Printers, scanners Repair, Routers/Switches installation, Digital and analog Data caballing, Wireless Access Points/Antennas, Local/Wide Area Networks, Data backup/Imaging cloning and Recovery deleted data,  virtual servers creation, SharePoint installation, Anti-virus, Web base applications like Citrix client installation, Maintenance, remote assistance, WinZip, FTP, DOS commands, batch files.

**Work Experience**

**IT Support**

*Geeks on Site – Glendale, CA March 2019 – Present*

* Data backup, migration and recovery
* Providing senior technical support to both in-house staff and user departments for all network applications
* Working with both Microsoft and MAC systems
* Maintaining a wide range of computer hardware and software programs
* Responsible for allocating work to junior staff and induction training for new staff
* Deploying new hardware, server backups & evaluating new software & security risks
* Configuring and managing backup database & restore procedures
* Responsible for diagnosing & resolving hardware, software & end users’ problems
* Acting as the first point of contact for all IT & technical queries
* Developing the infrastructure and systems to meet the company’s needs
* Working within a TCP/IP network environment, including DHCP, DNS and ethernet Involved in the rollout of software updates and patches
* Communicating with third party technical specialists
* Preparing and presenting technical proposals to clients
* Designing complex interfaces to support third party systems
* Mapping industry standard design patterns to existing code-debase to derive a component architecture model of the system
* Executing and monitoring standards for user interfaces page design and graphics development

**IT Support / Web Developer**

*Near Data, Inc. – La Crescenta, CA January 2008 – March 2019*

* Support company’s computer equipment, peripherals, and voice equipment.
* Maintain Wi-Fi internet connectivity to mobile devices within their facilities being serviced.
* Install, configure, and removed software, peripherals, and computer equipment.
* Help and train users to use equipment for more efficient system performance.
* Install, configure, and support Printers, scanners, and label printers (Zebra, brother, and other)
* Support surveillance systems at times repair and replaced damaged data lines.
* Create work order, schedule repairs, and maintain records of previous repairs to specific equipment.
* Provide remote tech support to customers from India, Texas, and other states
* Troubleshooting different sorts of computer issues from virus removal to hardware replacement.
* Travel to different locations and maintain contact with customers to ensure systems uptime and miniatous schedules.
* Installing, configuring and managing Word Press installations
* Supported the development and maintenance of web portals
* Assisted in the development and deployment of websites including the design of web architecture & code writing
* Migrated websites on a new server
* Resolved complaints and respond to suggestions for improvements
* Reviewed current systems
* Presented ideas for system improvements, including cost proposals
* Worked closely with analysts, designers and staff.
* Produced detailed specifications and writing the program codes
* Tested the product in controlled, real situations before going live
* Prepared training manuals for users
* Maintained the systems once they are up and running
* Worked with clients to evaluate and solve technical problems
* Evaluated existing systems and/or user needs to analyze, design, recommend, and implement system changes

**Education**

Bangalore University - Bangalore, India – June 2007

Bachelor of Science in Computer Science (Computer and Electronics)