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| **QUALIFICATIONS:** | | |
|  | * **11+ Years of IT Support and Help Desk** * **11+ years of Windows Server and Active Directory** * **10+ years of Mac OSX support** * **Excellent communication skills** * **Fast paced problem solver and issues are resolved in a timely manner** * **Clear communication with all levels of staff** * **Microsoft MCTS: Windows Server 2016** * **A+ Certification** | |
| **EXPERIENCE:** | | |
|  | 12/2009 – 02/2020 Alfred Music Publishing  **IT Support Administrator**  Van Nuys, CA   * **Help Desk Support for all 450 users** * **Windows 10 and Windows 7 support** * **Office 365 and Outlook 2016 email setup and support** * **Active directory user creation and administration** * **Dell Kace Ticketing system** * **Level 2 escalated ticket resolution** * **Windows Server System administration 2019 to 2008** * **Acronis used for imaging of computers** * **Desktop and laptop support for Windows and MAC** * **VMware Esxi and vSphere setup and administration** * **Symantec Backup Exec monitoring and troubleshooting** * **Mitel VOIP phone setup and configuration** * **Exchange 2013 administration** * **Printer installs on network (HP, Xerox, and Canon)** * **Improved speed of Mac desktops and providing maintenance** * **Sharepoint server implementation for use as a Knowledge Base** * **Trend Micro implementation of anti-virus solution** * **Windows server performance improvement and maintenance** | |
| **EDUCATION:** | | |
|  | Graduated 2009 - California State University of Northridge    **Bachelors of Science: Information Systems** | |

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