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| Emil Gurzhui  Portland Metropolitan Area · +1-971-220-0490  gurzhuiemil3@gmail.com · www.linkedin.com/in/emil-gurzhui-77561a123 |
| Experienced and knowledgeable IT professional seeking a position within an Information Technology role. Work well independently or in a group setting providing all facets of computer support to staff and external customers. Excellent work ethic and able to multitask in fast paced and dynamic environments. Able to adapt to new environments and learn new skills in a quick and efficient manner. Excellent written and communication capabilities. Overall, my expertise in different areas of IT will bring great value to your team. Skills  |  |  | | --- | --- | | * Windows XP, 7, 10, Server 2016; Cisco Routers and Switches, Cisco CLI; Linux; IOS; Android * Microsoft Active Directory, Office 365, Sophos Antivirus, FortiClient VPN, VMware VDI, DUO MFA, MDM, Digium VoIP telephone systems | * TCP/IP, DHCP, DNS * LAN, WAN, WLAN, VLAN | |

# Experience

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| October 2020 – PresentJuly 2019 – September 2019Help Desk Support Technician, nLIGHT  * Provide excellent computer help desk support to end-users both remote and onsite * Perform diagnostics and troubleshooting of system issues, document help desk tickets/resolutions * Set up and image new laptops and desktop computers * Perform antivirus scans and patch installs * Set up and manage VoIP phones * Assist in managing VMware Horizon Client * Help onboard new employees * Maintain and support Audio/Video conferencing systems * Create training documentation and guides for end users * Maintain equipment inventory lists * Troubleshoot network issues * Provide user assistance with enterprise applications (AX, PDM, Proficient, Office 365, SharePoint, etc.) * Assist in managing DUO Multi-Factor Authentication * Prioritize work to complete tasks in a timely manner * Perform other duties as assigned |
| September 2018 – june 2019Computer Class Assistant/Tutor, MHCC  * Assist students during class to develop basic computer skills * Help students who have difficulty following assignment instructions * Explain computer concepts and fix technical problems * Patiently and professionally de-escalate offensive behavior  September 2017 – june 2019Full-Time student, MHCC Studied the following areas and certifications: CompTIA A+, Linux+, Security+, Cisco Routing & Switching, Palo Alto NG Firewalls, Ethical Hacking, Windows Server OS,  Computer Forensics, Python, Disaster Recovery and Penetration Testing. July 2016 – August 2016IT assistant Intern, Portland public schools  * Assist in transportation of new equipment to around 50 schools * Set up and initialize new computers * Do the inventory audit for technical equipment in schools within the district |
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# Education

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| MAY 2021Bachelor of Science in Cybersecurity and Information Assurance, Western Governors UniversityJune 2019Associates of science in cybersecurity & networking,Mt. hood community college Phi Theta Kappa Honor Society |

# Certifications

CompTIA A+, Network+, Security+, CySA+, PenTest+, and Project+

In progress: Cisco Certified Network Associate (CCNA).