   Hambik.issaei@gmail.com

Los Angeles CA

           310-755-4025

Mid-career IT professional with proven network planning, design, virtualization, and server management skills in medium-to-large enterprise networks. Strong customer service skills and experience in leading service desk operations in companies with 150+ users. Skilled problem-solver able to communicate with users at all levels of technical proficiency. Troubleshoot, resolve, and document user help requests for desktop, laptop, mobile, network and peripheral problems. Strong analytical, problem-solving, and conceptual skills. Comprehensive understanding of data communications and protocols, as well as system configuration and performance-tuning techniques. Excellent customer service, excellent oral and written communication skills.

**AREAS OF EXPERTISE:**

* Windows, Linux (Ubuntu), Mac OS X, iOS, Android
* LANs, TCP / IP, Wireless, Switches
* Windows Server 2012 r2 & Active Directory
* Wyse Management Suite
* iPads, iMacs, tablets, desktops, laptops, printers, scanners, projectors

**PROFESSIONAL EXPERIENCE:**

**Windows 10 Migration Engineer/Consultant                                       Nov 2018- present**

Various consulting engagements supporting Windows 7-10 migration projects and providing post-deployment support and troubleshooting for large corporate networks. Besides migration services setup and configure WMS server and IOT devices; perform initial setup and configuration of thin clients; provide post-deployment administration/remote management and user support. Client base: banking and healthcare industry.

Clients:

* TIG/Huntington Hospital (*current engagement*)
* Eden Technologies/*One West Bank HQ - 6 months-long project*
* Prow Consulting/*Children Hospital of Los Angeles - 5 months-long project*

Accomplishments

*TIG/Huntington Hospital (Los Angeles, CA)*

* Built customized embedded windows image for 800 thin client machines (5070 and 5470 models).
* Effectively led a team of 4 support technicians, providing advanced troubleshooting and user support for 800+ users.

*One West Bank HQ (Los Angeles, CA)*

* *Supported over 1,000 users in 50 branches*
* Imaged and upgraded over 1,500 Windows 7 systems (VDI and NON VDI) to Windows 10, configured USB Boot, Build Process, SCCM, USMT Backup/Restore (script/Manually), Home Drive File Transfer.

*Children Hospital of Los Angeles*

* Upgraded 1,700 Dell 5040 All-in-one Assets to Dell Wyse 3040 thin client VDI devices with Citrix sessions.
* Effectively supported various networked devices (desktops, workstation-on-wheels carts, and wall-mounted units) in ambulatory departments, clinics, and in-patient offices throughout multiple shifts, earning praise for timely service and impeccable attention to detail.
* Triaged and resolved over 200 Help Desk tickets logged in iTrack Service Desk System.

**Desktop Support Specialist                                                               Mar 2015 - Sep 2018**

SAIF (Oregon state-chartered workers compensation body), Portland, OR

* Provided desktop and software support to 150 employees, earning praise of supervisors and colleagues.
* Configured wired and wireless network devices, ensured security of the network, clients, storage and connected peripheral devices.
* Upgraded company computer windows infrastructure, rewired and reconnected workstations, reimaged clients and upgraded the software.
* Coordinated help desk activities and documented resolution of client issues using the Remedy ticketing system.
* Used my experience to find ways to play proprietary format of surveillance videos recorded on CCTV decoding them to standard mp4 format. That significantly simplified the standard operating procedure for the investigation team, resulting in significant timesaving.
* Invited to join the Self-Service Business Intelligence project team tasked with implementing SAS visual analytics, contributing to effective planning of the project up to implementation phase.

***TRAINING AND EDUCATION***

***Degree:*** BS in Computer Science, European University of Armenia                              **2005-2009**

***Certifications:*** CompTIA A+**,** 2018

***Continuing Professional Education:*** SAS Visual Analytics, corporate training program, 2016.

Cyber Security (network security), Udemy training course, 2019.