***Sean Rezvani***

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**WORK EXPERIENCE**

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| ***Senior IT Specialist-Executive Support*** | ***Amgen*** |
| ***10/2021- 12/2021*** | ***Thousand oaks, CA*** |

* Produce quantitative and qualitative results from projects and daily tickets (Service Now.)
* Closes tickets within the desired time of request.
* The ability to manage high priority clients with any technical tickets as they come through a ticketing system.
* Excels in using Windows Remote assistance (MS Teams, Webex)
* Develop updated Knowledge Based Articles (KBA) for new applications, installations or other updates that occur within the Active directory

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| ***IT Specialist*** | ***US Census Bureau 2020*** |
| ***12/2019- 09/2021*** | ***DT Los Angeles, CA*** |

* Produce quantitative and qualitative results from projects and daily tickets.
* Closes tickets within the desired time of request.
* Leading 5-10 contractual workers for hardware and software projects as Tech Lead.
* The ability to manage high priority clients with any technical tickets as they come through a ticketing system.
* Excels in using and teaching Data Migration, Imaging devices, Windows Remote assistance (Citrix, Bomgar), Account and share folder management, Email list and Box management, Printer support, VLAN management, Cisco switches management and routing the wire cabling for troubleshooting the LAN issues, Cisco VoIP management, Citrix management, Office365, share point, CRM issues, and many software which are usually using for gathering data for data analytic purpose nationwide
* Develop updated Knowledge Based Articles (KBA) for new applications, installations or other updates that occur within the Active directory

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| ***IT Specialist*** | ***MGM Studios*** |
| ***09/2019- 12/2019*** | ***Beverly Hills, CA*** |

* The ability to manage high priority clients with any technical tickets
* Excels in using Imaging devices, installing the required applications for every user
* Imaging about 350 laptops and desktops and upgrading the OS from Win7 to Win10

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| ***IT Assistant*** | ***St Anne’s Maternity Home*** |
| ***04/2017- 09/2019*** | ***DT Los Angeles, CA*** |

* Produce quantitative and qualitative results from projects and daily tickets
* Excels in using and teaching Data Migration, Imaging devices, LAN networking, managing firewalls (Barracuda), Server Management (AD, Group policies, share folders under windows server 2012), Wireless Network management (Ubiquities), Office365, Managing IT Inventory, managing VoIP network (*allworx*), managing VLANs, VPN management, Remote access through Team viewer, and many IT works which is under a System admin responsibility
* Support MAC system for 5 executive offices (One MAC desktop and four MAC book)

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| ***Clerk*** | ***LUXE Hotel at Sunset*** |
| ***06/2013- 06/2016*** | ***Los Angeles, CA*** |

* Providing high level of customer services for a five stars Hotel
* Helping staff on their basic IT issues

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| ***Specialist*** | ***US Army*** |
| ***09/2012- 05/2013*** | ***Ft Jackson, SC*** |

* Bootcamp training
* Squad Leader for a group of 9 soldiers

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| ***Banker & IT Specialist*** | ***Bank Melli Iran*** |
| ***09/2002- 11/2011*** | ***Mashhad, Iran*** |

* Leading 2-10 staff for daily projects as Admin Lead.
* The ability to closing 50 issues daily related with bank clients and staff issues
* Excels in using and teaching financial applications, unified banking system, Windows and Linux assistance, troubleshooting issue with basic LAN issues, HUB management, Switch commanding interface, and many banking applications.
* Develop papers for using and troubleshooting common issues for bank software

**EDUCATION**

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| ***Mashhad Ferdowsi University*** | ***09/2002- 11/2008*** |
| ***BA of Management*** | ***Mashhad, Iran*** |

* Active member of Tech Crew dealing with audio and visual equipment for season shows.
* Participating in IT management classes for updating IT knowledge

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| ***California Lutheran University*** | ***06/2016- 06/2018*** |
| ***MS of IT*** | ***Thousand oaks, CA*** |

* Active member of Data Management crew working on school projects for creating meaningful reports for individuals and groups
* Participating in programing classes for updating my knowledge about different Data base languages and their uses in local companies

**SKILLS & INTERESTS**

* Skills: Communicative, Charismatic, Strong in strategic planning, leadership, sales & distribution, Lead generation, contract negotiations, meet project deadlines, goal oriented, high level of cooperation
* Interests: Meeting new people, Gym, Hiking, High Technology subjects, Astronomy, Quantum physics, DJ and music producing, Quantum computing, Dodger and Leakers Fan

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<http://sean-rezvani.com/sean.html>