**Val Kochulaev** kvy@protonmail.com

**Qualification Summary**

* Professional skills: In-depth knowledge of computer hardware and troubleshooting software problems. An installation Windows XP/7/8/8.1/10/Mac/Linux (Fedora 29/30, Ubuntu), SCCM, Windows migration/deploy image, laptop/phone encryption, Microsoft update, migrating data, Active Directory, SharePoint, Citrix Server, Server, VPN, Provider One, Chef, Profiler, KACE, Symantec Ghost, Altiris, Adobe, and Microsoft Office (365), test and replace PC components. VOIP/Cell, Asset Management (inventory, preparing devices for disposal), A/V systems, network, Cartography, GIS WEB tools, Arc GIS, GPS, data entry to build data files, maps, apps, analysis, database maintenance.
* **Excellent communication and interpersonal skills:** Able to interact and communicate positively with all levels of personnel. Professional, flexible, creative and patient in delivering help.
* **Proficient and skilled in technical specialties:** Recognized for dedicated work ethic and productivity. Able to complete work that requires concentration, high degree of patience, and attention to detail.
* **Thrive in a team and deadline-oriented environment:** Exceptional organizational skills — capable of prioritizing, scheduling, and managing heavy workflows.
* **Dependable:** Excellent record of attendance and punctuality. Team player with positive attitude who exhibits pride in workmanship.

Employment History

*Facebook, Redmond, WA 12/2019 to Present*

Enterprise Support Tech III (40hrs/week)

* Provide end-user support, maintenance the helpdesk tracking soft/hardware/network, VPN/SFTP supporting and troubleshooting.
* MAC, Windows, Linux (Fedora 29/30/31, Ubuntu), Dropbox, iCloud, Google Drive, OneDrive, Office 365, including mobile devices running Apple iOS & Android, remote support, Bomgar, Power Shell, Share Point, Citrix, Oracle VM, Active Directory, Virtual Desktops, Cisco/SRT/MDM Admin, Asset Management, maintain inventory and software licenses.
* Project management for the development of new rules for access and use of programs and resources for internal use.
* Configuration network, user profiles, desktops and laptops, software, VoIP, cell phones, and peripherals.
* Chef scripting for software/certificates installation.

# *Counseling & Consultation Group, Seattle, WA 08/2015 to 11/2019*

# IT Support Specialist (full time 40hrs/week)

* Provide end-user support, users and computer groups in Active Directory, SCCM, SharePoint, Office 365, Citrix Server, Server 2008(12), VPN, Provider One, Profiler, GIS (ESRI) software, Windows migration, Asset Management (inventory, devices for disposal).
* Maintenance the helpdesk tracking software monitor and responding to internal helpdesk drive open tickets to completion.
* User administration, setup and maintaining accounts, password and identity management, the implement the policies for the use of the computer system, network, IP phones, cell phones, Verizon Admin, and Google for Business.
* Install, test, and configure new workstations, peripheral equipment, and network.
* Maintain inventory of all IT equipment, software, and software licenses.

Alaska Airlines, Tukwila, WA 01/2015 to 07/2015

IT Support Specialist (contract 40hrs/week)

* Providing employees high level customer service for end user desktop/laptop support both locally and remotely. Work directly with DELL, parts order. Repair and replacement parts for DELL desktops/laptops, Windows migration.
* Troubleshoot software/hardware/network malfunctions and document processes for resolution.
* Configure system software that supports the company's infrastructure and applications apply Active Directory, Semantic Altiris, Ghost, Peregrine, and others to install Windows/Mac; deploy image, Microsoft update, core applications.
* Configure hardware, peripherals, services, settings, directories, and storage. Set up Internet Protocol TCP/IP.
* Inventory management process, providing suggestions on how to streamline and optimize processes as needed.

Ashtead Technology, Seattle, WA 01/2013 to 12/2014

Service Technician (full time 40hr/week)

* Customer trouble tickets analyze and take corrective action, answering staff questions in person and via phone, Cisco Jabber, At Task, desktop imaging, data migration, upgrades, desktops and laptops, phone systems.
* Installing, connecting and setup all equipment for the new workplaces, Windows & Mac OSX, managing users accounts in Active Directory, Symantec Ghost, and Microsoft Office, inventory.
* Set up Internet Protocol TCP/IP (IP setting, DNS, WINS).
* All aspects of customer service including phone support interface and dispute resolution.

Renton Technical College, Renton, WA 09/2010 to 12/2012

Computer Systems Technician (full time 40hrs/week)

* Provide computer and network services, apply Active Directory, Semantic, Deep Freeze, and others to install Mac/Windows; deploy image, upgrade/configure system software. Set up Internet Protocol TCP/IP (IP setting, DNS, WINS).

Education

Bauman Moscow State Technical University, Master’s Degree, Electronics Engineering

Bauman Moscow State Technical University, Bachelor's Degree, Information Technology

Environmental Systems Research Institute, WEB Apps

Harvard University, WEB Software

Pace University, Desktop Software

Certifications:

Mac Security

[Apple MacOS and iOS System Administration](https://www.udemy.com/course/apple-macos-and-ios-system-administration/)

Microsoft certifications

ITIL Foundation

PowerShell

Chef management

SQL DBA

Technology Flash, HTML, CSS, Java, DHTML

ESRI WEB Apps, ArcGIS

Cartography

Desktop Systems,

Notebook Systems,

Policies and Procedures,

DCSE Desktops/Portables/Customer Induced Damage (3114-3117; 3053),

Desktop/Notebook Systems Hardware Service and FRU Service (RFSW1200; RFSW1185; RDD08-BP; RDD08; RTD08).