**Veronika Bukhman**

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**Professional Summary**

A skilled Senior Help Desk Professional with over 17 years of experience, providing technical support and solutions in a high demand network environment. Proven track record of efficiently diagnosing and resolving complex customer issues within reasonable time frame. In-depth knowledge of a range of software applications and operation systems. An independent and result driven team player with a strong commitment to increasing staff productivity.

**Skills**

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| * MS Office, MS Office 365 | * Audio/video/teleconferencing equipment set up |
| * MS Exchange 2013, Active Directory | * Remote software, VPN Clients |
| * MS Windows OS | * Network connectivity, TCP/IP |
| * 8x8 Phone system | * Excellent communication and organizational skills |
| * Dual Factor Authentication | * Fast learner, detail-oriented |
| * Various IT Ticketing software | * Strong sense of responsibility and self-motivation |

**Professional Experience**

***12/2002 - 04/2020*****Crystal Cruises, LLC**. **|** Los Angeles, CA

*Help Desk/Computer Administrator*

* Managed and distributed all incoming technical support requests to the IT Infrastructure Team
* Created network accounts, setup and configured desktop and laptop systems for new employees with required software and server permissions
* Upgraded laptops/desktops, improving speed and performance
* Managed user accounts, security groups, and computers through Active Directory, Exchange and Office 365 Admin Center
* Supported user’s phone issues by creating and maintaining accounts through 8x8 Virtual Office Account Manager
* Provided Helpdesk support to remote users in our offices throughout U.S. and overseas
* Improved user satisfaction by finding creative solutions
* Configured computers with access to network drives, connected to printers and other peripheral equipment
* Updated software versions with patches and new installations to ensure network security
* Managed local and network printer’s work performance with cost-effective toner inventory, negotiated prices with vendors
* Contributed in making decisions and finalizing printer lease contracts with vendors, based on the best fit for the company business needs
* Worked closely with team members and provided strong feedback to enhance performance, develop solutions, deliver project requirements, and meet deadlines
* Escalated issues as needed and maintained communication within IT Infrastructure team
* Recognized by management for providing exceptional customer service and received a solid reputation for productivity, complex problem resolution and professionalism, was nominated Employee of the Year

**Previous Experience**

***07/2001 - 06/2002* Mohr Learning Co. |** North Hollywood, CA

*Quality Assurance Tester*

***03/2001 - 06/2001* CarParts.com/CarParts Technologies, Inc. |** El Segundo, CA

*Quality Assurance Specialist*

***11/1998 - 03/2001* Life.com/Voxster, LLC. |** Calabasas, CA

*Software Quality Assurance Engineer*

***10/1997 - 11/1998* Darotek, Inc. |** Sun Valley, CA

*Entry-level* *Data Analyst*

***05/1993 - 10/1997* Calscience Environmental Laboratory, Inc. |** Garden Grove, CA

*Environmental Chemist/Group Leader Assistant*

***09/1990 - 08/1992* Environmental Research Institute |** Zaporozhye, Ukraine

*Environmental Engineer*

**Education**

***1996 - 1997* Santa Monica City College** **|** Los Angeles, CA

*Various courses in Computer Science, Computer Programing, Relational databases*

***1985 – 1990* Industrial University** **|** Zaporozhye, Ukraine (Former Soviet Union)

*Bachelor of Science in Environmental/Metallurgical Engineering*

**References**

Available upon request