**Arian Meraj**

949-296-5948 ● 14582 Cherrywood Lane, Tustin, CA ● [ameraj5715@gmail.com](mailto:ameraj5715@gmail.com)

**EXPERIENCE**

**Staging Coordinator** *July 2019 - Present*

*CISSDM* | 1311 Calle Batido, San Clemente, CA

* Stage and configure various hardware across a multitude of vendors. Primary focus in network Firewalls, Switches, and Access Points
* Responsible for the remote deployment of networking hardware to client sites. Sites varied from retail stores, restaurants, banks, offices, and warehouses.
* Experienced with configuring and deploying networking equipment from the following vendors: Cisco, Cisco Meraki, Viptela, Fortinet, Aruba, Velocloud, Palo Alto, Juniper, Cradlepoint, Digi
* Utilized GUI/CLI for local configurations or web managed portal depending on the vendor/product.
* Implemented Change Management practices to ensure visibility and client authorization on all change requests

**Tier 1 Helpdesk** *October 2018 - July 2019*

*CISSDM* | 1311 Calle Batido, San Clemente, CA

* Serve as escalation point for Technical Services to diagnose and resolve complex customer issues where no clear path to resolution is present; facilitate escalation to higher level if necessary
* Manage Enterprise Managed Security Services and Move, Add, Change, Delete requests
* Configure, troubleshoot, and maintain host and remote network routers, implement changes in rules sets, configurations, maintain, and manage backups of router configurations
* Outage response in real-time, assess and make recommendations for resolution and repair of remote or host site failures. Contribute to establishing disciplined, defined processes to deal with unplanned site outages

**Associate Technician** *November 2017 – September 2018*

*The Dream Junction* | 1919 S Susan Street, Santa Ana, CA

* + Diagnosis and repair of DTG Inkjet printers
  + Preventative maintenance of electronic wiring and mechanical systems
  + Responsible for daily upkeep of machinery and ensuring maximum uptime
  + Worked with prototype machinery from the alpha stage to full production. Many issues had no documentation and had to be troubleshot on the fly.
  + Acted as a liaison between the manufacturer of said prototype machinery and internal leadership

**Data Entry Clerk** *November 2013 – February 2015*

*Private Medical Practice* | 17871 Santiago Blvd, Villa Park, CA

* + Maintained and updated a central database of patient information
  + Responsible for the transcription of physical patient files into a digital format
  + Review data for discrepancies or errors, correcting any incompatibilities and checking final product
  + Troubleshooting and fixing network issues with printers, fax machines, workstations and phones

**EDUCATION**

**Western Governors University** | *In Progress: 2020-2022*

*Bachelor of Science in Computer Science*

**Irvine Valley College |** *2016-2019*

**Irvine High School |** *2009-2013*

**CERTIFICATIONS**

**IT Information Library Foundations Certification (ITIL) |** *July 2020 – No Expiration*

*AXELOS Global Best Practice*

Credential ID: GR6711647551AM

**Cradlepoint Certified Network Professional |** *March 2020 – March 2022*

*Cradlepoint*

**Network Security Expert 3 (NSE-3) |** *November 2019 – November 2021*

*Fortinet*

Credential ID: 6AjjV9HTrZ

**SKILLS**

* Familiar with networking protocols and terminology: WAN, LAN, VPN, TCP/IP, DNS, VLANS
* Experienced with configuring Firewalls, Switches, and APs via CLI/GUI
* Experienced with using web-based portals for cloud managed network equipment. Cisco Meraki, Cradlepoint ECM, Velocloud Orchestrator, Viptela vManage, Aruba Central
* Familiar with using Meraki Dashboard API to configure Meraki equipment at a large scale
* Proficient with Microsoft Office Suite. Utilized Excel in day-to-day tasks.
* Experienced with using a ticketing system for daily workflow. Priority tickets required communication and follow up between multiple departments.
* Able to work effectively within a team and work independently whenever needed. Projects in my current role varied between working alongside team members on large scale deployments and working one on one with direct collaboration among clients.
* Experienced as a first level support at a MSP. Clients ranged from local chain restaurants of ~15 sites to large multinational retailers with over 2000 sites
* Experienced with Helpdesk ticketing systems. Making outbound and receiving inbound calls varying from P.O.S. connectivity issues at a restaurant to network outages at corporate headends
* Experienced with using SolarWinds NPM to monitor and manage over 40,000 endpoints

**References**

Mike Grosso - Operations Manager (949)-577-3034 / [Mikegrosso@yahoo.com](mailto:Mikegrosso@yahoo.com)

Jason May - Maintenance Manager (714)-553-4235

Kalani Johnson - Senior K.M. (215)-694-1080