**Sevak Shakhverdian**

(818) 913-7206 – [sevak.sh@gmail.com](mailto:sevak.sh@gmail.com)

**IT Technician**

IT Technician with years of increasing responsibility and experience in IT and Computer Field.

**Comptia A+ Certificate (verification code:** GTJ6ZH03MGFE22L8**)**

**Key Qualifications**

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| --- | --- |
| * PC and Server Hardware Assembly   HP, Dell, Super micro, Asus and Gigabyte Servers | * Software Applications such as Microsoft Office   Word, Excel, PowerPoint, Outlook  Adobe Products |
| * PC Hardware/ Software, Copier, Printer and Scanner Configuration, Networking and Troubleshooting * PC, tablet, laptop and phone Hardware repair |
| * Wire/ Wireless Network Configuration |
| * Installation and Configuration of routers for LAN, WAN   DHCP and VPN, TCP/IP Network   * PC Hardware/ Software Maintenance and Installation * Installation and Troubleshooting of   Microsoft Windows   * RJ45, RJ11, and Coax Cable wiring and punch down block 110 and 66, jelly crimp connectors * Remote Desktop, TeamViewer, Virtual Machine, Microsoft Hyper-V, KVM Switches | * Windows XP, 7, 8 & Windows 10 * Windows Server 2000, 2003, 2008 & 2012 R2 * Anti-viruses such as Symantec Products   McAfee Products, ESET Endpoint Products   * Active Directory/ Group policy/ Exchange and ISA * Mac systems and Linux * Firewalls and Internet Security, Untangle Firewalls * VoIP telephone system * Mobile Phones, IOS, Android, Windows and Chromebook |

### Professional Experience

IT, Network and Hardware Technician

* Changed the domain server and rejoined to the new domain server
* Updated all system’s software to the latest version
* Installed and Updated Symantec Anti-virus for all the computers
* Installed new Rackmount server
* Migrated Windows 7 and Windows 8 to Windows 10
* Provided troubleshooting and fixed Hardware and software issues due to migration to windows 10
* Responsible for Hardware and Software Installation and Maintenance
* Updated Windows XP, Windows 7, Windows 8 & Windows 10
* Set up and Configured Network Printers
* Provided troubleshooting for PC’s, laptops, mobile devices and Network problems
* Provided Hardware repair needed based on the troubleshooting results
* Maintained a log of all problems detected and system backups
* Managed Active Directory and domain controller user's accounts

IT, Network, Copier and Printer Technician

* Responsible for Hardware and Software Installation and Maintenance mostly for Health Care Partners
* Responsible for repair and maintenance of Panasonic and Kyocera printer, copy and fax machines

### Employment History

**Arey Jones** Computer Support and Hardware repair Technician **2017 – 2020**

**Bel Air Internet** IT Field Technician **2014 – 2017**

**Hyenet**  Computer Technician and Hardware specialist **2000 – 2014**

Education:  **Associate degree of Computer Science**

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