

# FARZAN GHADERPANAH

IT Engineer

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📍 Irvine, CA

## SUMMARY

Versatile IT professional with over 4 years of progressive experience in several key functions of IT. My experience spans a wide range of technologies, with a proven track record of enhancing system efficiency and customer satisfaction. I am now eager to leverage my broad experience and technical expertise in a new role that offers opportunities for growth to further my career

## EDUCATION

B.S. Computer Science

California State University Fullerton

📅 06/2017 - 08/2021

## EXPERIENCE

Senior IT Engineer

JustFoodForDogs

📅 08/2022 - 08/2024 📍 Irvine

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- **Led a cross-functional IT Team:** Deploying SolarWinds Helpdesk to support 60 retail stores and 500 corporate employees nationwide supporting all IT related needs by internal employees
- **Network Administration:** Configuration, deployment, and support of 60+ meshed retail network sites (Ubiquiti & Cisco Meraki) in line with PCI standards. InterVLAN routing implementation to allow hosts in different VLANs to communicate
- **MDM/RMM:** Migration from multiple MDM/RMM platforms (MaaS360, Meraki MDM, Bomgar, N-Able) to Jamf RMM, managing over 600 company devices and C-level BYOD in a hybrid environment
- **Azure Active Directory (AAD) Administration:** Primary M365 Admin overseeing directory management (500+ mailboxes), single sign-on implementation, and multi-factor authentication in a single tenant environment utilizing PowerShell
- **Automation & Standardization:** Integrating signals from HR systems into the the IT helpdesk for seamless onboarding/offboarding/status change, eliminating human error
- **Email Security Management:** Deployed advanced impersonation protection, anti-phishing campaigns, malware filtering, and threat intelligence monitoring
- **IVR & Call Routing Engineer:** Designed and supported a scalable call routing system for 60+ retail stores and a centralized call center, improving the overall caller experiencing, cutting abandonment rates by over 60% and improving the average speed to answer (ASA) by 40%

IT Support Specialist

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📅 11/2020 - 08/2022 📍 Irvine

#1 Vet Recommended Dog Food | Retail

- First in-house IT personnel reporting directly to the Senior Director, reducing outsourced help by \$8,000 a month
- Provided tier 1 & 2 support for network, application, and POS issues
- Documented procedures, configurations, and troubleshooting steps
- Spearheaded asset management Org wide

## SKILLS

Helpdesk Leadership

SLA Implementation

KPI Reporting

Support Escalation

Documentation and SOP creation

Network Infrastructure

SD-WAN

Switching

InterVLAN Routing

Traffic Filtering

Asset Management

RMM

MDM

License Optimization

Provisioning & Decommissioning

Employee Software/Hardware Requirements

Workflow Automation

Microsoft Power Automate

Salesforce Flow

Zapier

## KEY ACHIEVEMENTS



### Real Time KPI Reporting Dashboard

Built the companies first real time call center performance dashboard.



### Skill Based Routing Deployment

Launched a Skill Based Routing System and a Callback feature within the IVR. Resulting in a 60% improvement in abandoned rates and a 40% improvement on Average Speed to Answer times



### Implemented Single Sign On (Entra ID)

Meeting Compliance standards for core systems



### 25+ Retail Store Openings

Successful execution of PCI-compliant network infrastructure and POS functionality of over 25 retail stores



### Org-wide IT Spend Reduction

Spearheaded efforts to sunset redundant systems in the company's tech stack. Resulting in over \$100,000/year in savings.