AKOP KARAPETYAN

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https://jack87.github.io/Portfolio-2.0/

SUMMARY

I have more than 14 years of information technology experience with infrastructure, system administration, databases, development, software use and end user support.

OBJECTIVE

Seeking a fulfilling position meeting all IT needs in a dynamic professional environment within a growing organization; where I can utilize my creativity and innovative thinking when faced with new challenges to benefit the organization and better myself.

WORK EXPERIENCE

Service Desk Analyst   Sep. 2018 – Present

State of Colorado | Governor's Office of Information Technology

- Tier I & Tier II IT Support
- IT & Customer Service Management; Manage outages, communicate status with customers, escalate large incidents to other OIT areas, & assure adherence to service level agreements.
- Daily operation of incident management system and processes.
- Routing incident tickets and change orders.
- Work in a team environment to provide the highest level of service to State of Colorado staff.

Sr. Information Technology Specialist / Internal Developer   Apr. 2012 – Dec. 2017

Twisted Throttle LLC | Exeter, RI

- Responsibilities include design and support of hardware infrastructure. Such as backup solutions, NAS data storage and allocation. Setup and managing of workstations, phone services, POS systems, and A/V solutions.
- Develop custom software solutions for operational needs including UI and backend code. Work on custom internal programming needs as well as customer facing software needs.
- Advise in operational problem solving solutions. Organization decisions making and project planning.
- Interim IT director for 5 months; August to December 2014. Duties include leading web content and graphic design. Organize and prioritize incoming IT needs within the organization to approach them in a timely manner.
- Systems Administration with servers, domain controllers and database management.
- User account setup and user software and hardware support.
- Address technical problems and provide user support throughout the organization for all IT and technical related needs.
- Work with service shop as support for motorcycle servicing needs. ECU flashing for some models.
- Work one on one with design shop for CNC programming and prototyping. Testing new products and prototypes. Assisting with product use cases find a balance between design and practical use.
- Work with customer service staff to meet call center needs. Setup VoIP phone system, wallboard, call tree, live chat, and centralized email infrastructure and order management software to allow the team to address all customer service inquiries timely and accurately.
- Technology planning for events off site such as tradeshow and in house events open to the public.
- Work with customers one on one for sales and customer service within the factory store and trade show events.
- Technical Consulting, working together with CIO for making technical decisions to best suit company needs

Adaptive Computer Technology and Information Systems Specialist   Aug. 2004 – Apr. 2012

University of Utah Center for Disability Services | Salt Lake City, UT

- Access Database management and development.
- In house IT support for staff and students. Help desk functions and customer support with technical issues.
- Develop easy to use documentation for varying assistive technology tools.
- One on one training on adaptive technology for staff and students.

Major Sales Associate   Mar. 2007 – Oct. 2009
Costco Wholesale | Bountiful, UT
- One on one customer service. Support customers with technical issues with major appliances such as TVs and Computers.
- Sales of major appliances and electronics; working with customers directly to meet their needs and ensure satisfaction.
- Promote upsell solutions whenever the result is beneficial to the customer.
- Set up displays and maintenance of product.
- Address internal IT and other technology needs within the warehouse.
- Operate internal proprietary computer system for database look up tasks and address customer questions; including portable RF gun system.

COMPUTER SKILLS

Languages
- Proficient in: Visual Basic, MS SQL, MySQL, HTML, HTML5, CSS, JavaScript, jQuery
- Familiar with: PHP, Java, C++, .NET

Software
- Database: Microsoft SQL Server, Microsoft Access , MySQL
- Platform: Windows Server 2003, 2008, 2012. Windows XP, 7, 8, 10. OSX, Linux varying distributions, UNIX. Microsoft Hyper-V virtualization and VMware. Active Directory.
- Applications: Adobe Creative Suite, Microsoft Office Suite, Google GSuite, Git, Eclipse Dev Environment, VI/VIM, SolidWorks, AutoCAD

University of Denver   Graduation April: 2019
Denver, CO
University of Denver Coding Boot Camp – In Progress
   GPA: 4.0
   Full Stack Development course: Curriculum includes front-end and back-end   Graduation: 2022
   technologies. Mastering skills in front-end languages such as HTML, CSS,
   JavaScript and back-end CRUD and REST methodology.

University of Utah
Salt Lake City, UT
Computer Engineering – In Progress
   GPA: 3.5, Credits Completed: 64 / 122
   Curriculum courses includes: Computer Science, Electrical Engineering, Math and Physics.

PERSONAL SKILLS

Languages
- English
- Armenian

Skills
- Strong communication both verbal and written.
- Able to translate technical language and explain technical issues to non-technical people in easy to understand format.
- Work well with customers; where I am able to easily find a customer's needs and understand their concerns. Quickly assess and find resolutions to their issue(s).
- Possess solid problem solving abilities with great strategic planning skills.
- Able to work well both in teams and on my own.
- Get along extremely well with others both friendly and professionally.
- Comfortable with REST and CRUD methodology with MVC understanding
- MERN Full Stack development
- Version control with GIT
- Application Testing
- Excel at Project and Time management

VOLUNTEER EXPERIENCE

- Volunteered summer of 2003 at the Sorenson Center YouthCity Intel Computer clubhouse in Salt Lake City; working with both youth and adults on how to use and manage computers as well as doing setup and maintenance on machines.
- Jr system administrator - November 2010 to March 2012 nas-admin.org: Duties included remote maintenance of physical and virtual servers dedicated to number of FOSS projects such as WebOS-Internals.org and Openembedded.org. Automation of routine tasks was main focus with the use of scripting. Also worked on our own projects modifying gadgets and porting WebOS.
- Volunteered September of 2011 as a Teacher Assistant at Lincoln Elementary School in Salt Lake City; duties included working one on one with students as well as helping teachers with administrative tasks.

INTEREST

- Motorcycling
- Hiking / Camping
- Competitive Powerlifting
- Gadget tinkering software and hardware
- Mechanic work