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FULL STACK DEVELOPMENT

| User Training | Software/SQL/Connectivity Troubleshooting
Web developer adept in all stages of advanced web development. Knowledgeable in user interface, testing and debugging process. Bringing forth professional experience in backend, installation and management of Microsoft SQL databases and Web services.
Equipped with a diverse skill-set. Proficient in an assortment of technologies, including Javascript, Microsoft SQL, IIS, React, Bootstrap, Jquery, Node, Github etc... Able to effectively self-manage during independent projects as well as collaborate in a team setting. Proven success working in high-volume, demonstrated strengths in rapidly changing environment. More than 4 years experience in Technical Engineering role and managing backend environment and databases. Consistently praised for communicating effectively with both technical and nontechnical users.

PROFESSIONAL EXPERIENCE

TECHNICAL SUPPORT ENGINEER, B2W SOFTWARE   2018- present
- VM environment, configuring multi-server environment with IIS applications and Microsoft SQL databases.
- Maintaining SQL environment as well as patching and maintaining.
- Configuring Citrix environment and multi-server cloud environment.

IT SUPPORT SPECIALIST, LTC PARTNERS   2017- 2018
- VM environment, setup and installation of Zero clients and proper documentation.
- Maintaining system capability and historical records.
- Maintaining client confidence and protects operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.
- Patching systems through powershell script and remote connection

IT SUPPORT TECHNICIAN, EXPERIMAC   2015 – 2018
- Responsible for systems tools and network devices, maintaining most hardware diagnostics and hardware installation.
- Handle document repairs and parts information on repair tracking documents and work orders as well as in computer system.
- Performing quality control, inspection and testing for department.
- Providing data backup solutions, and installing network security software.

ASSISTANT IN COMPUTER LAB (CAPS), GREAT BAY COMMUNITY COLLEGE   2014 – 2015
- Oversaw computer lab on campus, consisting of approximately 40 computers with software, and assisted with running ACCUPLACER registration test for enrollments.
- Offered students additional tutoring on advanced computer use; and scheduled and facilitated tutoring courses and workshops for students.

KEY SKILLS

- Technical Troubleshooting
- IIS configuration
- SQL set up
- Citrix environment
- Phone & Online Support
- Client/Server Models
- Preventive Maintenance
- Data backup solution
- VMware, Zero Client.
- Powershell, Registry Edit.
- Customer Service
- LAN Connectivity

TECHNOLOGY PROFICIENCIES

- Process Flows & Call-Tracking Tools: QuickBooks, TeamSupport
- Software: Windows Active Directory, MS Office (Word, Excel, Outlook, PowerPoint, Access); VMware applications; Virtualbox; anti-virus programs
- Browsers: Safari; Firefox; Google Chrome; Opera; Tor;
- Hardware: PCs, Laptops, Telephony Systems, Printers, Routers, Modems
- Networking: LAN & VPN/Remote Connectivity, TCP/IP
- Platforms: Windows, Unix, OS X, Linux, Windows Server 2008/R2/2012

EDUCATION & TRAINING

- CompTIA 220-901 A+, 2018
- Apple Certified Mac Technician (ACMT), 2017
- Apple Certified iOS Technician (ACIT), 2017
- Bachelor of Science, Foreign Languages, University of Languages "Lingua", 2012-2014
- Associates Civil Engineering, University of Engineering (Kazakhstan), 2009-2012