Stanislav Mozolevskiy

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MULTI-CERTIFIED IT HELP DESK TECHNICIAN

| Technical Support | User Training | Software/PC/LAN Troubleshooting

ACMT, ACIT and CompTIA A+ certified professional with four years of related experience providing software, hardware, client/server and networking technical support.

Proven success working in high-volume, demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.

Consistently praised for communicating effectively with both technical and nontechnical users.

Known for excellent problem-solving skills and patience in dealing with frustrated users.

PROFESSIONAL EXPERIENCE

IT SUPPORT SPECIALIST, LTC PARTNERS   2018- present
- VM environment, setup and installation of Zero clients and proper documentation.
- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.
- Maintains system capability by testing computer components.
- Maintains historical records by documenting hardware and software changes and revisions.
- Maintains 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.
- Conducts hardware and software installation and configuration for laptops and desktops with emphasis on best practices.
- Handle document repairs and parts information on repair tracking documents and work orders as well as in computer system.
- Performs quality control, inspection and testing for department.
- Manages weekly meetings, excellent oral and writing skills,
- 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
- Hardware Configurations
- Offshore Team Collaboration
- Quality Check
- Phone & Online Support
- Client/Server Models
- Preventive Maintenance
- User Training/Support
- VMware, Zero Client.
- Powershell, Registry Edit.
- Complaint Handling
- Customer Service
- LAN Connectivity
- Problem Diagnosis

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