

# Matthew Mirbasoo

## Student Technology Assistant – Desktop Support

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### Objective

Result-driven and diligent desktop support professional seeking a position as a student technology assistant in desktop support. Professional with a demonstrated history of efficiently diagnosing and resolving hardware and software issues. Adept in delivering exceptional technical assistance and maintaining systems to ensure optimal functionality while providing excellent customer service and support.

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### Education

California State University of Northridge  
Northridge, CA  
August 2022 - Present  
GPA 4.0

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### Key Skills

Microsoft Office Suite  
Windows 7,10, 11, MacOS  
Remote Desktop Tools

Google Workspace  
Active Directory  
Ticketing Systems

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### Experience

Responsibilities:  
Provide technical assistance to end users and train them on new hardware and software, monitor and maintain network performance, security and integrity, configure network connections, install software and resolve technical issues, troubleshoot and repair computers, laptops and other hardware devices, create and maintain accurate records and documentations of incident and resolutions, respond to customer inquiries in a timely manner, research, diagnose and resolve technical issues related to hardware, software and network connectivity, setup and install workstations, printers and other peripherals.

#### May 2022 - Present

ITA Desktop Support – Student  
Worker  
City of Los Angeles, City Hall

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### Languages

English and Armenian

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### Software

C++ and Javascript

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