

Taleen Bedrosian

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CAREER OBJECTIVE

IT Administrator where my excellent networking knowledge, customer service experience and effective communication skills will be utilized in diagnosing and troubleshooting computer problems & networks, while providing excellent service within a work team.

TECHNICAL SKILLS AND KNOWLEDGE

Networking	Telecommunications, WAN, LAN
Programming	HTML, CSS, CCNA, Java
Operating Systems	Unix, Linux, Active Directory
Applications	JIRA ticketing system, Office 365
Other	Extensive knowledge in IT Ticketing Systems and software

EDUCATION

CENTENNIAL COLLEGE	Software Engineering Technician (Jan 2020-Present) Relevant Courses Include: Software Engineering Methodologies, Unix, Web Development, Programming Relevant Projects Include: Website Design, Command Line coding
HUMBER COLLEGE	Computer Engineering Technology (Sep 2017-Sep 2019)

RELATED WORK EXPERIENCE

IT SERVICES

ADMINISTRATOR/COORDINATOR

Investment Planning Counsel
MAY 2020- JAN 2021
Mississauga, Ontario, Canada

- ITCoordinator for all of head office and branches across Canada
- Worked on troubleshooting workstations although being remote
- Analyzed all IT tickets being submitted by employees, transferring them to the appropriate teams for execution
- Gained knowledge in Active Directory and JIRA ticketing system
- Performed all onboarding, offboarding duties (ie. Hardware setup/drop off, creating profiles with usernames and login ids/passwords, adding specific software, mailbox/distribution access, invoices, corporate cellular plans and more)

NESPRESSO BIM SHERWAY, BOUTIQUE SPECIALIST

MAR 2019-PRESENT

- Developed cash handling skills on a higher level
- Worked on replenishment of coffee on the sales floor as well as receiving shipment throughout the week
- Focused on reaching personal and store goals

- Learned how to create specialty drinks using Nespresso machines

IT ASSOCIATE

Investment Planning Counsel
MAY 2018 - AUG 2018
Mississauga, Ontario, Canada

- Worked with excel spread sheets (2016 version) involving data entry
- Maintained accurate records and files
- Worked collaboratively with the Facilities Coordinator and Director of Facilities to investigate facility and security concerns and ensured compliance to regulatory matters related to the facility and security

LANGUAGES

English
Armenian
French

REFERENCES

Available upon request.