Hrant Yeghiazaryan

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Summary

Customer service focused Technical Support Specialist with 5 years career experience in various environments. Highly adept in systems analysis, troubleshooting and conflict resolution. Exhibits excellent organizational and problem-solving skills. Works well in team environments and displays strong work ethic.

Core Qualifications

Certifications: CompTIA A+ (Sep, 2015)   Hardware Setup, Diagnostics and Troubleshooting
Web Design: HTML, CSS, JavaSCript   Experience working with Dell Servers
Knowledge of Linux architecture and commands   Knowledge of appropriate RAM types
Basic knowledge of Linux Networking   Familiarity with switches and routers

Experience

Computer Technician & Web Developer   **Dec 2015 to Current**
Freelance   **Los Angeles, CA**
- Created Techgranted.com as a personal website to showcase front-end web development skills.
- Working with clients to identify computer repair needs and educating them on security and efficiency.
- Technical support and troubleshooting PC and laptops.

Computer Technician   **Jan 2014 to Dec 2014**
Robert Half International   **Los Angeles, CA**
- Maintained functionality of all computer hardware for Santa Barbara County in preparation for 2014 elections
- Organizing electronic process to record the distribution of county ballets to all precincts
- Analyzed computer systems for efficiency and proper functionality

System Administrator Intern   **Oct 2010 to Dec 2013**
UCSB Mathematics Dept.   **Santa Barbara, CA**
- Maintained software and hardware functionality for department computers
- Performed troubleshooting and error analysis on system hardware
- Organized and supervised processes for the efficient collection of old machines for proper recycling and disposal
- Conducted market research and advised on department purchases of appropriate computers for the faculty and staff
- Collaborated with associate assistants to organize and compile mathematical data and research into a presentation format

Tutor / Coordinator   **Sep 2012 to June 2013**
University of California Santa Barbara   **Santa Barbara, CA**
- Created and conducted quarterly scheduled tutoring session for lower division computer science courses
- Participated in marketing efforts and organized events for association campaigns and recruiting efforts
- Optimized marketing efforts through the redesigning of the association website and creation of a member database
- Researched and presented current job trends and projected outlook to the student body

Education and Hobbies

Bachelor of Science: Computer Information Systems   **Mar 2015 to June 2017**
Devry University (Online)   Los Angeles, CA
- Currently learning front-end web development alongside management skills.

Major: Computer Science   **Sep 2010 to Sept 2013**
University of California Santa Barbara   Santa Barbara, CA
- Coursework included programming, application design, cryptography paired with Slavic languages and culture.
- Used leadership positions to organize fundraisers and cultural promotion events for different student orgs.

Hobbies include: Hiking, Camping, Reading, Cooking and more.