***Sean Rezvani***

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**SKILLS**

* Skills: Communicative, Charismatic, Strong in strategic planning, leadership, sales & distribution, Lead generation, contract negotiations, meet project deadlines, goal oriented, high level of cooperation
* On-Premises Clouding server, Windows Server 2012, 2016, and 2019 (Components: DHCP, DNS, AD)
* Knowledge of Private and Public addressing (LAN and WWW and how they interact together)
* Knowledge of Networking and Data Security (Experience with different enterprise vendors for Data and network security such Norton, Carbon Black, Pulseway as well as OS security and internal and external Firewall systems)
* Knowledge of AWS and he is developing this skill
* Knowledge and experienced in deployment and imaging OS and application through the VM Ware and SCCM
* Knowledge of Project Management and how to create and manage a project for small and mid-size projects

**CERTIFICATES**

* Mortgage Loan Originator (NMLS#2349881)
* Real Estate Salesperson (DRE#)
* AWS Practitioner
* Net+ COMPTIA (Under Progress)
* PMP (Under Progress) & PMI Active Member

**WORK EXPERIENCE**

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| ***IT Specialist*** | ***Dine Brands*** |
| ***05/2023- Present*** | ***Los Angeles, CA*** |

* Produce quantitative and qualitative results from projects and daily tickets.
* Closes tickets within the desired time of request.
* The ability to manage high priority clients with any technical tickets as they come through a ticketing system.
* Imaging and managing laptop and desktop through using SCCM
* Onboarding new staff equipment and applications
* Participating in daily and weekly projects and assignments
* Outstanding level of communication with end user and other team members

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| ***Implementation Specialist*** | ***Dine Brands*** |
| ***09/2022- 05/2023*** | ***Home Office*** |

* Produce quantitative and qualitative results from projects and daily tickets (Service Desk.)
* Closes tickets within the desired time of request.
* The ability to manage high priority clients with any technical tickets as they come through a ticketing system.
* Excels in using Windows Remote assistance (Zoom, MS Team)
* Manage and troubleshooting Site Menu from the Tray Menu Software (Company ERP software) and assist the sits for their issues with menu
* Working with Smart sheet and familiar with analytic tasks through the smart sheet
* Transfer Relational Data tables from Rosnet and deploy the data after cleaning it to new Tray menu software

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| ***System Administrator*** | ***Mathnasium*** |
| ***01/2022- 08/2022*** | ***Culver City, CA*** |

* Produce quantitative and qualitative results from projects and daily tickets (Salesforce.)
* Closes tickets within the desired time of request.
* The ability to manage high priority clients with any technical tickets as they come through a ticketing system.
* Excels in using Windows Remote assistance (Pulse way, Zoom, MS Team)
* Develop updated Knowledge Based Articles (KBA) for new applications, installations or other updates that occur within the Active directory
* Manage Accounts in G suite (Google workspace), MS 365, Salesforce, Slack, Zoom, Drop Box, Pulse way, Carbon Black Cloud, AWS
* Manage and track company IT inventory
* Manage company server (Windows Server 2016) and domain and back up NAS (Synology)
* Manage and troubleshoot offsite locations
* Manage Conference room equipped with Zoom audio & video technology, troubleshooting hardware and software and arrange the phone calls with Zoom helpdesk for troubleshooting the incidents

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| ***Senior IT Specialist-Executive Support*** | ***Amgen*** |
| ***10/2021- 12/2021*** | ***Thousand Oaks, CA*** |

* Produce quantitative and qualitative results from projects and daily tickets (Service Now.)
* Closes tickets within the desired time of request.
* The ability to manage high priority clients with any technical tickets as they come through a ticketing system.
* Excels in using Windows Remote assistance (MS Teams, Webex)
* Develop updated Knowledge Based Articles (KBA) for new applications, installations or other updates that occur within the Active director

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| ***IT Specialist GS 11*** | ***Census Bureau*** |
| ***02/2021- 09/2021*** | ***DT Los Angeles, CA*** |
| ***IT Specialist GS 09*** | ***Census Bureau*** |
| ***12/2019- 02/2021*** | ***DT Los Angeles, CA*** |

* Produce quantitative and qualitative results from projects and daily tickets.
* Closes tickets within the desired time of request.
* Leading 5-10 contractual workers for hardware and software projects as Tech Lead.
* The ability to manage high priority clients with any technical tickets as they come through a ticketing system.
* Excels in using and teaching Data Migration, Imaging devices, Windows Remote assistance (Citrix, Bomgar), Account and share folder management, Email list and Box management, Printer support, VLAN management, Cisco switches management and routing the wire cabling for troubleshooting the LAN issues, Cisco VoIP management, Citrix management, Office365, share point, CRM issues, and many software which are usually using for gathering data for data analytic purpose nationwide
* Develop updated Knowledge Based Articles (KBA) for new applications, installations or other updates that occur within the Active directory

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| ***IT Specialist*** | ***MGM Studios*** |
| ***09/2019- 12/2019*** | ***Beverly Hills, CA*** |

* The ability to manage high priority clients with any technical tickets
* Excels in using Imaging devices, installing the required applications for every user
* Imaging about 350 laptops and desktops and upgrading the OS from Win7 to Win10

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| ***IT Assistant*** | ***St Anne’s Maternity Home*** |
| ***04/2017- 09/2019*** | ***DT Los Angeles, CA*** |

* Produce quantitative and qualitative results from projects and daily tickets
* Excels in using and teaching Data Migration, Imaging devices, LAN networking, managing firewalls (Barracuda), Server Management (AD, Group policies, share folders under windows server 2012), Wireless Network management (Ubiquities), Office365, Managing IT Inventory, managing VoIP network (*allworx*), managing VLANs, VPN management, Remote access through Team viewer, and many IT works which is under a System admin responsibility
* Support MAC system for 5 executive offices (One MAC desktop and four MAC book)
* Support and troubleshooting of two conference rooms with AV equipment

**EDUCATION**

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| ***Mashhad Ferdowsi University*** | ***09/2002- 11/2008*** |
| ***BA of Management*** | ***Mashhad, Iran*** |

* Active member of Tech Crew dealing with audio and visual equipment for season shows.
* Participating in IT management classes for updating IT knowledge

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| ***California Lutheran University*** | ***06/2016- 06/2018*** |
| ***MS of IT*** | ***Thousand oaks, CA*** |

* Active member of Data Management crew working on school projects for creating meaningful reports for individuals and groups
* Participating in programing classes for updating my knowledge about different Data base languages and their uses in local companies

**INTERESTS**

* Interests: Meeting new people, Gym, Hiking, High Technology subjects, Astronomy, Quantum physics, DJ and music producing, Quantum computing, LA Dodger - LA Leakers – LA Rams Fan

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