

# Robert Mezian

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Los Angeles, CA

## PROFESSIONAL PROFILE

IT Support professional with 3+ years of experience providing Tier 1 and Tier 2 support in fast-paced, operations-driven environments. Strong record of supporting end users at scale, resolving hardware, software, access, and connectivity issues through structured troubleshooting and ticket-based workflows. Known for maintaining operational uptime, reducing repeat incidents, and delivering consistent, customer-focused support in on-site and hybrid settings. CompTIA A+ certified, with a practical, reliability-first approach to end-user and device support.

## CORE SKILLS

- IT Support
- Technical Support
- Help Desk
- Troubleshooting
- Issue Resolution
- Device Deployment
- User Onboarding
- Access Management
- Ticket Management
- Incident Response
- Asset Management
- Customer Service

**Technical Tools:** Windows 10/11, macOS, Linux fundamentals · Active Directory, Azure AD, MFA, SSO · SCCM, JAMF Pro, MDM tools · ServiceNow, Zendesk · TCP/IP, VPN · AWS WorkSpaces, EC2 · PowerShell, Bash, Python

## PROFESSIONAL EXPERIENCE

### GEEK SQUAD CONSULTATION AGENT - Best Buy, Los Angeles, CA | September 2025 – February 2026

- Resolved Tier 1 support issues across Windows and macOS systems, mobile devices, and peripherals by identifying root cause quickly and restoring functionality with minimal downtime.
- Increased first-contact resolution by applying consistent troubleshooting steps, documenting outcomes, and escalating only when required, reducing repeat visits for the same issues.
- Prepared and configured end-user devices through OS setup, profile configuration, update validation, and data transfers, delivering stable, ready-to-use systems.
- Sustained service quality in a high-volume environment by handling concurrent requests, maintaining accurate notes, and communicating resolution steps clearly to non-technical users.

### DESKTOP SUPPORT ENGINEER (Contract) - NBCUniversal, Studio City, CA | June 2024 – August 2024

- Resolved 100+ Tier 1 and Tier 2 tickets per week across Windows and macOS systems, restoring productivity for corporate and production teams by troubleshooting access, connectivity, printing, and workstation stability issues.
- Improved endpoint stability across 200+ devices by deploying OS and application updates using SCCM and JAMF, reducing incidents caused by outdated or misconfigured software.
- Delivered a site-wide macOS upgrade by packaging, testing, and deploying applications through JAMF, maintaining compatibility for media-editing workflows and minimizing user disruption.
- Reduced manual support effort by 35 percent by automating software deployment and printer mapping tasks with PowerShell, improving response time and consistency.
- Increased team ramp-up speed by onboarding and training contractors and producing concise triage documentation for imaging and patching workflows.

### IT SUPPORT ENGINEER II - Amazon Web Services, Los Angeles, CA | April 2022 – May 2023

- Supported 300+ global users by resolving Tier 1 and Tier 2 access, connectivity, and workspace issues across Windows, macOS, and Linux environments, maintaining operational uptime.
- Improved ticket accuracy and resolution speed by refining intake and workflow logic, reducing misrouted requests and repeat follow-ups.
- Ensured secure end-user access by supporting virtual workspaces, identity verification, MFA, and VPN connectivity in a security-sensitive environment.
- Reduced access-related incidents by 40 percent by coordinating the transition to centralized credential management with security and engineering teams.
- Increased team readiness by developing access standards and runbooks and onboarding new engineers into support workflows.
- Restored service during a high-impact outage by coordinating cross-team response and validating rapid recovery.

## EDUCATION

Associate Degree, Computer Science - College of the Canyons, Santa Clarita, CA | 2024

Bachelor of Arts, English Literature - San Francisco State University, San Francisco, CA | 2017

CompTIA A+ Certification