

Allen Alvandi

Boynton Beach, Florida

(702) 443-7864 – misterbloo@gmail.com

IT PROFESSIONAL

SUMMARY OF QUALIFICATIONS

IT professional with over 10 years of hands-on experience in the medical industry, specializing in network administration, helpdesk support, and healthcare IT systems. I am skilled in managing Citrix, Microsoft Azure, Meraki networks, Office 365, MDM solutions, Intune enrollments, and computer imaging.

Proficient in hardware/software installation, troubleshooting, system upgrades, and end-user support in fast-paced clinical environments. Strong knowledge of Active Directory, DNS, structured cabling, and third-party application support. Known for delivering reliable technical solutions and improving IT operations in healthcare settings. Seeking to contribute expertise alongside a forward-thinking organization.

KEY SKILLS

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|-------------------------|----------------------------|---------------------------|
| • Athena Medical Portal | • Citrix Environment | • Velocify Administration |
| • Avaya Administration | • Office365 Administration | • Azure Administration |
| • DAAS and SAAS | • Ticketing Systems | • Hardware Management |
| • Network Devices | • Audio / Video Systems | • Remote Desktop Support |
| • Cisco Meraki | • SharePoint / HTML | • VM Ware Proficiency |
| • Communication Skills | • Five9 VOIP Software | • Linux Proficiency |

CORE QUALIFICATIONS

- Providing professional and prompt technical support for computer hardware & software issues to employees.
- Troubleshooting & administration of Citrix Environment sessions (DAAS).
- Remote Desktop Support with Manage Engine.
- User administration/management in Active Directory, Office 365, Microsoft Azure.
- Preparing, Sanitizing, and Re-Imaging computers for new hire onboarding and remote use.
- Checking network and appliance outages on Cisco Meraki systems.
- VOIP System Administration for Five9 Systems, Avaya, Polycom.
- Maintaining IT hardware and software inventory.
- Perform minor hardware procedures and install peripheral equipment.
- Coordinate with vendors on hardware replacements and logistics.
- Assist C-Level in the setup of audio-visual tools in conference rooms and company-wide meetings.
- Designing/Writing of new technical processes & training literature for Phishing awareness & walkthroughs.
- Monitor help desk for tickets assigned to the queue and process first-in first-out based on P Level.
- Knowledge and Experience of: Spiceworks, Monday, Connectwise ticketing systems.

PROFESSIONAL EXPERIENCE

Medical Specialists of the Palm Beaches

Corporate Headquarters – Boynton Beach, Florida

2023-2025

- Providing Professional remote and onsite IT support for 75 specialized doctor clinics.
- Troubleshooting EKG Machines, Blood Pressure Monitors, Spirometers.
- Providing phone and Network support to offices.
- Setting up new doctors offices from start to finish & supporting them.

Information Technology Management

Sage Dental Corporate Headquarters - Boca Raton, Florida

2023

- Remote Citrix environment supporting over 200 dentist offices. Usage of Active Directory for user rights.
- Troubleshooting of Avaya, x-ray software, printers, workstations, & other dental software.
- Complete imaging and enrollment of computers for on-boarding or replacements, remote or onsite.
- Cisco Meraki admin checking and reporting network outages and communicating to vendors.

Helpdesk Specialist II

Mobile Help – Boca Raton, Florida

2014 – 2022

- Remotely completed help desk tickets on the Monday and Spiceworks platform ticketing systems.
- Comply with the scope, risks, timeline, and HIPPA ethics of the project life-cycle through Confluence.
- Avaya troubleshooting and VOIP systems.
- Administrator on Azure and In-Tune for Autopilot enrollment, including computer Imaging and Repair.
- Office365 and Active Directory (AD) user administration.
- Five9 & Velocify administration.
- Remote Desktop co-maintenance of VMware virtual servers and Cloudberry backup systems.

(2013 Relocation to Florida)

Studio Manager / Recording Engineer

Backside Records Studio - Burbank, California

2003 - 2013

- Managed in-store recording studio as Audio Engineer for live performances for artists that performed.
- Recorded and encoded radio shows for online stream purposes.
- Managed AD marketing/promotional print materials & in-store events for YouTube advertisements.

EDUCATION

Hoover High School - General Education (1992)

Glendale Community College - Transfer Units (1993)

Glendale Career College - Online Media Specialist (1995)

Multi-lingual | English, Armenian, Farsi

Web / Design

- Adobe Suite – Photoshop, Illustrator, Dreamweaver, Adobe Pro (Interactive PDF Creation)
- HTML/ CSS Scripting
- Server Hosting knowledge and client server Management/Maintenance, DNS, MX, CNAME.

Operating Systems

- Troubleshooting All Windows Operating Systems 95/98/2000/XP/Vista/7/8/10/11
- Linux Proficiency in usage as well as OS maintenance
- Virtual machine management either locally, or in a Citrix environment

Audio/Video

- Proficient in many Digital Audio Workstations software, as well as their hardware interfaces & recording equipment
- Proficient in setting up visual and audio presentations with sound engineering skills
- Proficient in many Video editing software as well as video & sound equipment

Microsoft / Office 365 / Azure

- Proficient in Active Directory maintaining users, from Creation to OU hierarchical movement or deletion
- Able to Create/Support/Administer users for All Office 365 Products: Word, Excel, SharePoint, Outlook, Teams, etc.
- Proficient in Azure Administration – Azure Active Directory
- Proficient in In-Tune Administration – Enrollment & proper Sanitizing of workstations

Networking

- Proficient with Network cabling and structure. Able to navigate IDF rooms professionally
- Cable Management / Wire creation (Audio, Ethernet, & Electric wiring)

Security

- Writing awareness documentation regarding network security risks such as Phishing, Physical, & Online Security.
- Can use & manage virus/vulnerability software and research & report zero-day vulnerabilities to the benefit of the company.

REFERENCE

Available upon request.