

HAYK KHUDOYAN

Los Angeles, CA

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Authorized to work in the U.S.

PROFESSIONAL SUMMARY

IT professional with strong hands-on experience in IT support, networking, and information security.

Skilled in troubleshooting, Windows systems, VPNs, firewalls, and end-user support.

Seeking an IT Support / Technical Support role in the U.S.

CORE SKILLS

IT Support (Tier 1–2), Desktop Support, Windows Server, Active Directory, Networking (LAN/WLAN),

VPN, Firewalls, Backup & Recovery (Veeam), Hardware & Software Support, Customer Service

PROFESSIONAL EXPERIENCE

IT Systems & Support Specialist – Amreco CJSC (2024–2025)

Provided IT support, maintained networks, VPN access, Windows systems, and IT security policies.

IT Security & Network Support Specialist – Flyone Armenia CJSC (2022–2024)

Monitored network security, firewalls, backups, and assisted with incident response.

IT Support / Network Administrator – Rosneft-Armenia CJSC (2020–2022)

Supported Windows servers, LAN/WLAN, VPNs, firewalls, and email systems.

Senior IT Support Specialist – VTB Bank Armenia (2012–2020)

Provided IT support for 1000+ users, servers, VPNs, firewalls, and backups.

IT Support Technician – Eter Publishing LLC (2002–2012)

Full IT support for users, servers, and network infrastructure.

Help Desk Technician – Bi-Line LLC (2000–2002)

First-line support for hardware, software, and network issues.

EDUCATION

MBA – Yerevan State Economic University

CERTIFICATIONS

Cisco CCNA, Veeam Availability Suite, Computer Systems & Networks, Hacking 101

LANGUAGES

Armenian (Native), Russian (Fluent), English (Professional)