

Robert Mezian

Los Angeles, CA | (818) 517-1463 | robert_mezian@outlook.com

LinkedIn: www.linkedin.com/in/robert-mezian | Portfolio: www.robertmezian.com

Summary | IT Support Engineer

IT Support Engineer with 3+ years of experience providing Tier 1 & 2 support across enterprise environments, including Amazon Web Services and NBCUniversal. Skilled in troubleshooting, automation, and user training. Proficient in Windows, macOS, Active Directory, Python scripting, and ticketing systems like ServiceNow. Proven ability to reduce response times, maintain 99.9% uptime, and streamline IT workflows.

Work Experience

Independent Study & Skill Development

Aug 2024 – Present | Los Angeles, CA

- Studying Python for IT automation: user management, file operations, log parsing.
- Learning network configuration and monitoring using Python libraries.
- Built and scripted custom desktop environments with automated setup processes for small office clients.

IT Support Engineer II – Amazon Web Services

Apr 2022 – May 2023 | Los Angeles, CA

- Delivered comprehensive technical support to 300+ users across departments.
- Implemented a new tracking system using ServiceNow, reducing ticket response times by 30%.
- Diagnosed and resolved hardware, software, and network issues, increasing uptime to 99.9%.
- Onboarded/offboarded users with Active Directory and Azure AD.
- Supported VPN, MFA, and SSO configurations.
- Assisted with AWS Workspaces, EC2 instance issues, and ticket escalations.

Desktop Support Engineer Intern – NBCUniversal

Jun 2025 – Aug 2025 | Studio City, CA

- Resolved 100+ support tickets weekly, improving productivity across departments.
- Deployed software updates/patches to 200+ devices using SCCM and JAMF.
- Created technical documentation to reduce repeated requests by 30%.
- Handled ticketing via Zendesk; imaged systems for deployment (Lenovo, Dell, MacBooks).

Skills

Windows 10/11 | macOS | Active Directory | Azure AD | Network Diagnostics | Troubleshooting | User Management | System Monitoring | Network Configuration | Python Scripting | ServiceNow | Zendesk | AWS Workspaces | EC2 | SCCM | JAMF | VPN | MFA | SSO

Education

Computer Science – Associate Degree

Aug 2022 – May 2024 | College Of The Canyons, Santa Clarita, CA

English Literature – Bachelor of Arts

Aug 2015 – May 2017 | San Francisco State University, San Francisco, CA