Samuel Batishchev

Samuel.Batishchev@gmail.com | Granite Bay, Ca | 916-303-3505

WORK EXPERIENCE

Project Manager

Complete Building & Office Cleaning   **05/2017-Current**

- Provided operational leadership for 35 employees on over 50 projects totaling over $10 million last year alone.
- Strategically and efficiently ensure work is completed to project specifications in a timely and implementing cost-effective strategies while maintaining quality standards.
- Implemented technology improvements to increase efficiency, budget management, and server management
- Brought the company into the 21st century with software implementations for scheduling, budget management, invoicing, backup systems both physical and cloud
- Troubleshoot, diagnose, and repair hardware and software for employees
- Ensure resolution of all technical issues with users and staff
- Diagnose and resolve inquiries related to operating multi-service platforms.
- Ensure all issues are resolved or escalated to the proper resources to resolve in a timely fashion.

Licensed Banker

JPMorgan Chase NA   **06/2016-04/2017**

- Acquired, managed, and retained relationships with customers by using financial knowledge to offer thoughtful solutions to help address their financial needs
- Assist clients with technology upgrades with banking apps, websites, and technology to ensure proper adoption
- Lead team meetings, sales initiatives, and customer satisfaction
- Obtained Series 6, 63, and 66 FINRA licenses and Nationally Recognized Banker

Universal Associate 2

Umpqua Bank   **10/2015-06/2016**

- Assisting older customers with website and application adoption for personal and business accounts
- Opening deposit, loan, and business products, as well as training new employees and leading team meetings

VOLUNTEER EXPERIENCE

Technical Support Volunteer

MC Church   **01/2017-Current**

- Install security systems and data management center for the church and a separate office park
- Ensure resolution of all technical issues with users and staff
- Support network infrastructure. Ethernet programming, VLANs, VPNs, & DHCP servers
- Experienced in TCP/IP, Network routing protocols.
- Troubleshoot, diagnose, and repair hardware and software for employees.
- Installed backups locally and on the cloud for photos, videos, and live systems.
- Order equipment, repair defective equipment, maintain loaner equipment.
- Planned, managed, and installed sound systems for main building and recording studio.

Certifications

- Google IT Certification
- Google IT Automation with Python Professional – In progress
- CompTIA A+ In Progress

Skills and Education

- Fluent in Russian and Ukrainian
- Advanced MS Office and Excel
- IT Volunteer Technician
- Windows, Linux, Mac OS experience
- Hardware/Software repair and replacement
- PC, Laptops, Workstations repair and replacement
- Mobile Device Repair
- Basic SQL
- Networking
- Basic Python
- Excellent Customer Service
- Troubleshooting and Configuration
- Testing equipment
- TCP/IP and LAN
- PC Hardware Support
- Project Management