

# Danny Mirzayan

📍 Los Angeles, CA 📧 dannymirzayan@gmail.com 🌐 dannymirzayan.com

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## EXPERIENCE

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### Network Engineer

#### TWE Solutions

January 2026 - Present

- Network upgrades and hardware replacement
- Upgrade WAN and LAN interfaces on Cisco Meraki and Palo Alto firewalls
- DHCP / DNS troubleshooting
- WAN / LAN setup

### Technical Support Engineer

#### TWE Solutions

October 2023 - January 2026, Los Angeles, CA

- Network monitoring & incident response
- Cortex XDR deployment / monitoring / incident response
- Email filtering & policy management
- Maintain O365 / AD sync environment
- PowerShell & SaltStack scripting / automation
- Mobile Device Management (MDM)
- Cisco Meraki monitoring / troubleshooting / deployment
- Documentation and reporting
- Client support and troubleshooting

### Junior Systems Administrator

#### The Village Family Services

November 2022 - October 2023, North Hollywood, CA

- Maintain faculty account management
- Troubleshoot, repair & issue equipment
- Image computers & laptops
- Collaborate and research vendors for company projects
- Maintain an Active Directory and Office 365 Synced environment
- Microsoft 365 Admin
- Azure Active Directory Management
- Print Server Management
- Created documentation for new services, equipment, or software
- Configured SSO (Single Sign On) for web based platforms
- Inventory & E-waste Management
- Maintain previous responsibilities as IT Help Desk

### IT Help Desk

#### The Village Family Services

March 2021 - October 2022, North Hollywood, CA

- Assist with support tickets via SysAid ticketing system
- Setup domains accounts, work groups, and LAN devices
- Assisted setting up network devices
- Assist all staff with technology related issues
- Allocate, assign, and distribute equipment
- Set up remote sessions
- Set up new POE phone systems on premises
- On-board new staff
- Off-board staff

### Customer Service Specialist / Sales Advisor

#### Best Buy

October 2018 - June 2021, Burbank, CA

- Operate registers; receive payments; issue receipts; refunds; credits.
- Helped customers with questions regarding policies, returns, purchases, credit cards, and overall store experience.
- Provided solutions to customers in situations where one was needed.
- Maintained returns department, organize items, prevent theft, as well as help out GeekSquad.
- Responsible for training new associates for all departments.
- Assisted sales floor.
- Assisted inventory product flow.
- Provided customers help regarding order management issues.

## **Student Worker**

### **Glendale Community College**

- Assisting students regarding computer tech, or software complications.
  - Manage and maintain lab equipment
  - Update and diagnose faulty computers.
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August 2016 - September 2018, Glendale, CA

## **EDUCATION**

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### **Bachelor's in Information Technology**

Western Governors University • June 2021 to May 2023

### **Associate in Web Development**

Glendale Community College • Glendale, CA • August 2016 to June 2020

### **High School Diploma**

Crescenta Valley High School • La Crescenta, CA • June 2016

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## **CERTIFICATIONS**

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### **Cisco Certified Network Associate (CCNA)**

### **Palo Alto Networks Certified Network Security Professional**

### **Microsoft Certified: Azure Administrator Associate (AZ-104)**

### **Microsoft 365 Certified: Fundamentals (MS-900)**

### **Microsoft Certified: Azure AI Fundamentals (AI-900)**

### **Auvik Certified Professional**

### **Google Cybersecurity Certificate**

### **CompTIA Project+**

### **CompTIA Security+**

### **CompTIA Network+**

### **AWS Certified Cloud Practitioner**

### **LPI - Linux Essentials**

### **CompTIA A+**

### **Google IT Support Professional Certificate**

### **Web Development Certificate**

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## **SKILLS**

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Microsoft Office 365 Admin  
Active Directory  
Network Monitoring & Maintenance  
Incident response  
Mobile Device Management  
Troubleshooting  
Customer Service

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