

DAVIT SARGSYAN

GOOGLE WORKSPACE ADMINISTRATOR | IT SUPPORT SPECIALIST

Yerevan, Armenia | +374 44 19 20 13 | Davit_Sargsyan@outlook.com
linkedin.com/in/davit-sargsyan19

PROFESSIONAL SUMMARY

Google Workspace for Education administrator and IT support specialist with more than six years of experience in educational institutions. Practical background in user support, account administration, Windows deployment, hardware troubleshooting and IT asset records, complemented by staff training and technical documentation.

CORE SKILLS

Google Workspace: Admin Console, Gmail, Drive, Groups, Classroom, organizational units (OUs).

Desktop support: Windows installation and troubleshooting; PC diagnostics, repairs and peripherals.

Deployment and remote support: Acronis; Hyper-V, VMware Workstation, VirtualBox; VNC over LAN.

Networks and office tools: Client IP/DNS settings, LAN cabling; Word, Excel, PowerPoint, Outlook.

Data and workflows: Google Sheets, IT asset records, AI-assisted GAM use, user guides and training.

PROFESSIONAL EXPERIENCE

Learning Management System Administrator

Yerevan Haybusak University | Apr 2025 - Present

- Administer Google Workspace for Education with super administrator access for approximately **1,400 accounts**; manage users, OUs, groups, access and password resets.
- Troubleshoot Gmail delivery using Admin Console logs. Completed a mailbox transfer and Google Drive ownership transfer before retiring the old account.
- Use GAM with AI-prepared commands for bulk account creation and staff email signatures; tested signatures on two accounts before rollout. Deployed a domain-wide bilingual email disclaimer.
- Designed a hierarchical coding system and Google Sheets templates for teaching assignments and student records; used AI-assisted formulas to generate standardized class codes.
- Helped coordinate the recreation of approximately **1,000 Google Classroom classes** for the 2025-2026 academic year as part of the LMS team.
- Co-delivered practical Google Workspace training to approximately **220 staff members**. Helped recruit four new coordinators with a colleague and HR, and train a team of five.

Lecturer - Informatics, ICT and Operating Systems

Yerevan State Technological College | Sep 2025 - Aug 2026

- Taught Informatics and ICT to seven first-year groups and Operating Systems to a second-year group while holding the university administrator role.
- Prepared practical exercises and updated lesson materials; reviewed lecture-based NotebookLM quizzes before using them for student assessment.
- Created three Microsoft Word tutorial videos totaling approximately two hours; recorded screen demonstrations, edited them in DaVinci Resolve and shared them through Google Classroom.

PROFESSIONAL EXPERIENCE - CONTINUED

Lecturer - Concurrent Appointments

Shushi Technological University | Sep - Oct 2023

Also taught at Grigor Narekatsi University and Mesrop Mashtots University in Sep 2023.

- Delivered classes in computer architecture, informatics, web and network fundamentals, and introductory system administration across college and undergraduate courses.

Computer Maintenance Specialist

Artsakh State University | Nov 2018 - Aug 2023

IT support and assistant system administrator duties within a three-person IT team.

- Provided on-site and LAN-based VNC support for approximately **200 PCs** plus printers, projectors and other peripherals within an estate of approximately 400 PCs.
- Diagnosed hardware, Windows, software and connectivity issues; assembled PCs, replaced components and maintained client IP/DNS settings and network cabling.
- Created and tested standardized Windows images in virtual machines, deployed them with Acronis, and wrote post-deployment instructions used by IT colleagues.
- Built the computer inventory spreadsheet that became the basis for a university-wide asset information system; contributed requirements and deployed its hardware data collector through Windows images.
- Maintained hardware service records and participated in annual inventory checks; helped users resolve printing and specialist equipment software problems.

Informatics Teacher

Khachatur Abovyan Secondary School, Shushi | Sep - Oct 2018

Taught informatics to grades 6-12 during a temporary teaching appointment.

EDUCATION

Master's Degree in Informatics

Artsakh State University | 2018 - 2020

Field: "Information Systems" Information Management Systems

Bachelor's Degree in Management

Artsakh State University | 2014 - 2018

Field: Information Management Systems

SELECTED PROFESSIONAL DEVELOPMENT

Artificial Intelligence for Teachers

High-End Learning | Oct 2025 | Three-day course; certificate of participation.

Prompt Writing and Custom GPT Creation

Artur Sharifov | Dec 2024 | Two-day intensive; completed with distinction.

Introduction to Project Management

Astghik Sahakyan | Nov 2023 | Two-day course; certificate of completion.

LANGUAGES

Armenian: Native | **Russian:** Fluent | **English:** Elementary (A2, self-assessed)