

Mahan Harirsaz

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Education:

San Jose State University -
B.A. in Communication
Studies (2015)

Passions:

Reading
Journaling
Composing music
Producing music
Listening to music
Discussing music
Storytelling
Video games
Film and film history
Meeting new people
Researching new things

BA in Communications Studies with emphasis on rhetoric, leadership, and mentoring. Results-driven self-starter experienced in project management, including conception, planning, and implementation. Known for clear communication, excellent team rapport, and high standards. Highly adaptable; works well in high-pressure situations. Skilled at breaking down and conveying complex concepts.

Cognizant at Google, Document Specialist for Google Ads Help Center since 6/18
Technical writer researching, authoring, editing, coding, and updating articles for Google Ads Help Center. Assist linguists from 45 languages with translation issues.

FriendFinder Networks/Various Inc, NOCC/Datacenter Technician from 9/13 - 6/18
Network and datacenter monitor, troubleshooting and escalating problems as needed. Led project to troubleshoot every server (2500+) for remote access issues. Created and maintained documentation for rush project to move thousands of live servers to new datacenter; documentation was instrumental in keeping three shifts coordinated and getting servers set up correctly after move.

90.5 FM KSJS, Creator + Manager of Digitization Department from 7/13 - 6/16
Selected by Program Director to design, create, and run Digitization Department. Drafted step-by-step guides for future managers and staff to implement plan to convert 20,000+ audio CDs to digital files and keep them organized using iTunes.

90.5 FM KSJS, Manager of Electronic Music Department from 2/14 - 2/16
Rebuilt dormant Electronic Music Department, including new syllabus and mission statement for department. Increased department membership by over 500% and number of shows hosted by 200% within first year. Established and maintained relationships with major labels and promoters.

Akamai Technologies, Datacenter Technician from 1/11 - 9/13
Maintained server hardware. Consistently exceeded required 7 ticket daily quota by factor of 3 - 4x, completing 20 - 30+ tickets per day. Shared methods with team, raising team efficiency until quota was increased to 10, then 15 tickets/day.

Symantec, QA + Bug Screener on Project Vegas from 7/09 - 11/09
QA for project to build in-house international online store. Quickly recognized for handling large amounts of data. Promoted to bug screener within a month, reviewing bugs from 11 QA teams before handoff to developers.

Apple Store (Oakridge), Product Specialist + Creative from 9/07 - 6/09
Provided customer solutions and one-to-one training sessions. Excellent student retention rate. Chosen to head project to get more customers to attend their sessions; increased appointments and attendance by over 200% in three weeks.