Michael C. Reagan
CompTIA A+ Certified IT Technician
mike.reagan@gmail.com
(513) 777-5555
linkedin.com/in/mikeyreagan

Summary of Qualifications

Energetic IT technician at a warehouse of over 300 factory employees. 3+ years of experience with factory instruments and office hardware, software, and network connectivity. Increased performance by 5% after spearheading a building-wide OS upgrade. Seeking to leverage wide spectrum of IT knowledge and tech skills to become the next IT technician at Cellubop Gershwin Enterprises.

Work Experience

IT Technician
January 2018–July 2019
GenConn Technoceuticals, Cincinnati, OH
Key Qualifications & Responsibilities
- Maintained hardware performance, network connectivity, and software updates in a factory of 300+ workers.
- Took over onboarding classes for factory hardware for all new employees.
- Diagnosed issues with warehouse-critical hardware and software, including handheld computers and station-specific systems.

Key Achievements
- Increased performance by 5% by spearheading warehouse-wide upgrade of computer systems from OS 3.5 to OS 4.1.
- Replaced receiving team's handheld computers, coming in $5,000 under budget while purchasing devices which are guaranteed to last over 5 years.

IT Technician Assistant
November 2015–December 2017
10G Networkz, Cincinnati, OH
Key Qualifications & Responsibilities
- Troubleshooted all network connection problems which arose for clients in the Cincinnati region.
- Assisted clients in maintaining optimal connectivity and bandwidth.
- Supported internal administrative team at 10G Networkz with hardware and software issues (e.g., printers, scanners, computers, routers).
- Installed and trained new clients on the ins and outs of using 10G systems efficiently and effectively.

Education

Bachelor of Arts in Information Technology Systems

New Mexico State University, Las Cruces, NM
Graduation: 2015
Relevant Coursework: Information Systems and Organizations, Networking and Telecommunications for 2020, Technological Integration and Problem Solving, Information Systems Cyber Security, Wireless Networking, Database Management Systems, IT Technical Foundations.

Key Skills

- IT Troubleshooting & Problem Solving
- Onsite & Remote Technical Support
- Up-to-Date Knowledge of Computer Operating Systems
- LAN & WAN Connectivity & Maintenance
- Computer Hardware Systems & Components
- People Skills & Friendly, Helpful Attitude

Languages

- **Portuguese (Brazilian)**: Elementary Proficiency

Certifications

- Certified Information Systems Security Professional (CISSP)
- Cisco Certified Network Associate (CCNA)
- CompTIA A+ Technician

Memberships

- Association of Information Technology Professionals (AITP)
- Association of Computer Engineers and Technicians (ACET)