

Michal Hladik

Skills

-
- IT Support
- Hardware Break/Fix
- Windows 10
- ZenDesk Ticketing Systems
- MS Application Support
- MS Hyper-V
- Active Directory
- Customer Support

Work Experience

IT Support Technician

MT Solutions Group – Las Vegas, NV

June 2021 to Present

- Provided onsite IT support
- Diagnosed and troubleshoot PCs, desktops, and laptops
- Replaced malfunctioning desktop hardware components
- Installed, configured, and maintained software
- Imaged desktops
- Provided MS application support
- Utilized Active Directory to set-up and maintain user accounts
- Documented and responded to IT tickets using ZenDesk ticketing system
- Deployed workstations and installed peripheral equipment
- Provided server support
- Diagnosed and troubleshoot network connectivity issues

IT Support Technician

Brydan Solutions – Las Vegas, NV

March 2021 to June 2021

- Provided remote and onsite IT support
- Diagnosed and troubleshoot PCs, desktops, and laptops
- Installed, configured, and maintained software
- Deployed laptops and workstations
- Provided MS application support
- Utilized Active Directory to set-up and maintain user accounts
- Repaired and maintained network, printers, and servers
- Assisted with server migration

IT Technician

ARET Prague – Prague, Czech Republic

July 2017 to November 2020

- Provided onsite IT support
- Diagnosed and troubleshoot PCs, desktops, and laptops
- Replaced malfunctioning computer hardware components
- Deployed laptops and workstations

- Installed, configured, and maintained software upgrades
- Diagnosed and troubleshoot network connectivity issues
- Assisted with migration of new servers
- Utilized Active Directory to set-up and maintain user accounts
- Provided MS application support
- Administered Microsoft Hyper-V
- Redirected network file folders and remap network printers
- Assist end-users with any technical questions regarding their computer or printers

IT Technician

May 2016 to May 2017

General Electrics Aviation – Prague, Czech Republic

- Provided onsite IT support
- Diagnosed and troubleshoot PCs, desktops, and laptops
- Documented and responded to IT tickets using ticketing software
- Deployed laptops and workstations
- Installed, configured, and maintained software
- Assisted with data migrations

IT Technician

March 2013 to May 2016

PCNet LLC – Prague, Czech Republic

- Provided onsite IT support
- Diagnosed and troubleshoot PCs, desktops, and laptops
- Provided server support
- Replaced malfunctioning desktop and laptop hardware components
- Installed, configured, and maintained software
- Monitored and maintained inventory