Miguel Esposito

IT support technician

AREAS OF EXPERTISE

Diagnostics

System Backup

End User Support

New Installations and Support

Firewalls / Security

Hardware Exposure

Problem identification

Maintenance

PERSONAL SUMMARY

A bright, talented and ambitious IT support technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organise and present complex solutions clearly and accurately.

Looking for a suitable IT support technician position with a successful and dynamic company that offers room for progression.

WORK EXPERIENCE

PROFESSIONAL

Microsoft Certified Desktop Support Technician (MCDST)

IT Consultancy Firm – Hitechtronix
IT SUPPORT TECHNICIAN   June 2008 - Present

Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners, X-terms and workstations. Supporting customers using remote access technologies and also by visiting client sites.

Duties*:*
- Diagnosis of desktop, application, networking and infrastructure issues.
- Experience of supporting a wide and varied client base.
- Troubleshooting PC's, laptops and mobile devices.
- Providing 1st/2nd line support to users.
- Administering the IT department's policies and procedures.
- Installation and support of telecommunication equipment.
- Maintaining a log of all problems detected and system back ups.
- Responsible for maintaining backups and for project work such as new builds.
- Working closely with software suppliers to resolve operational issues.
- Responsible for supporting: Windows XP/Vista/Windows 7/ Office 2003 and 2007, Windows Server, Small Business Server 2003/2008, Active Directory management Exchange 2003/2007, Blackberry Server/Windows Mobile, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations.

KEY SKILLS AND COMPETENCIES

PERSONAL SKILLS

Organisational

Problem solving

- Excellent customer facing, communication and rapport building skills.
- Experience of Lotus Notes, Linux/Unix, VMware ESXi, Epicor ERP system.
- Thorough understanding of computer and networking concepts.
- Physically fit, able to work in confined spaces, crawl and lift heavy objects.
- Ability to communicate technical information in plain language.
- Able to prioritize in a complex, fast-paced environment.
  Willing to work flexible schedules / shifts.

ACADEMIC QUALIFICATIONS

PERSONAL DETAILS
Miguel Esposito
305 SE Chkalov Dr 111-257
Vancouver, WA 98683

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E: angelds25@gmail.com

Computer Networking
Arizona University   2005 - 2008

2009 CompTIA A+ certified computer technician specializing in troubleshooting and configuring Windows-based technology.

REFERENCES – Available on request.