




# MICHAEL ECKROTE

## System Administrator

(208) 420-9687 

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12832 3rd Ave NE   
Tulalip, WA 98271

### CAREER OBJECTIVE

Adaptable professional with 6+ years of experience and a proven knowledge of troubleshooting, management information systems, and end user support.

### WORK EXPERIENCE

#### **Taos Mountain LLC, Boise, ID**

Tech Support Specialist

Apr 2018 – Sep 2019

- Work with customers via online helpdesk system, telephone, and remote support tools to diagnose technical issues related to PC operating systems, applications, network, servers, and peripherals
- Perform resolution and tracking of incidents with network, servers, PC operating systems, applications, and peripherals in accordance with IT Service Desk procedures
- Perform security administration functions for user access, data access, and remote access

#### **Mower Office Systems, Twin Falls, ID**

Printer Repair Tech

Sep 2017 – Apr 2018

- Troubleshoot and repair a wide range of printers in and around the magic valley.

#### **Kickback Rewards Systems, Twin Falls, ID**

Tech Support Specialist

May 2015 – Feb 2017

- Perform in depth regression testing, and debugging of all new software builds to be released by Kickback Rewards Systems; as well as aiding in the identification, and troubleshooting of issues affecting live sites with Kickback's IT Support department.
- Ensured the continuity of computer system services by providing the technical expertise, assistance and project coordination necessary to install computer software products, modify/repair hardware and resolve technical problems to support KRS customer base.

#### **Best Buy, Twin Falls, ID**

Advanced Repair Agent

Jul 2013 – May 2015

- Advanced Repair Agents quickly and accurately diagnose technology issues and create robust solutions as needed at Precincts in Best Buy stores across the country. They identify and take advantage of opportunities to improve the process of assessing, testing and repairing client electronics. They also help other employees understand how to successfully use the range of Geek Squad resources to meet client tech needs.

#### **US Navy, Kings Bay, GA**

Electronics Technician/Radio Operator

Aug 2010 – Oct 2012

- Performed maintenance on electronic equipment used for, electronic air detection and tracking, electronic recognition and identification, and aids to navigation.
- Possess a general working knowledge of electricity and electronics. Read and interpret schematics and block diagrams; use test equipment and hand tools; repair electrical/electronic cables and connectors; localize malfunctions and repair or replace faulty parts; inventories tools and test equipment.

## EDUCATION

### College of Southern Idaho Twin Falls, ID

Jan 2014

Completed coursework towards Network Technician Information Technology

### Naval Submarine School Groton, CT

Dec 2011

Submariner Electronics Technician

*Relevant Course:* Tactical Computers and Network Operator (TCNO), Electronics Core Apprentice Technical Training (ATT)

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## LICENSES & CERTIFICATIONS

A+

Network+

Linux+

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## REFERENCES

### Silvestre Sancha

#### Manager of Support Services

Taos Mountain LLC

(208) 880-3178

ssancha40@gmail.com

Former Manager

### Daniel Blumberg

#### Quality Assurance Tech

PartnerHero

(208) 420-6445

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Former Co-worker

### Robert Hassani

#### Tech Support Specialist

Kickback Rewards Systems

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Former Co-worker