

MICHAEL MANKINI

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Expertise

- Windows Server Management
- Synology Backup
- Veeam Backup
- Vsphere
- Windows Desktop Management
- VMWare 5.0-6.5 Exsi Web Console
- Sentinel One Antivirus Console
- Freshservice Ticketing System

• Work Experience

- Contra Costa County Fire Protection District
 - Information Systems Technician II | November 2008 – Present
- Extensive work experience with windows server and desktop operating systems. In recent years, my work has been mostly in server administration and user support. Most senior technician in IT Department.

• Awards and Acknowledgements

- Shop Steward, Teamsters
- Negotiated with County HR for re-classification of work resulting in redistribution of tasks.
- Customer Service Awards
- Received several awards for customer service throughout Fire Department.

• Education

- ITT Tech, Fremont | 2010
- Data Forensics and System Security coursework
- Silicon Valley College, Walnut Creek | 2004
- Certificate, Systems Administration & Network Certification Program

• Skills Summary

- Critical thinking
- Problem solving
- Troubleshooting
- Communication
- Ability to multitask
- Works well in team environment
- Leadership
- Adaptivity
- Works well in a team
- Fast learner