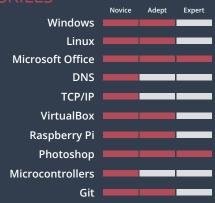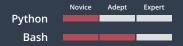# MICHAEL BROOKS
DESKTOP SUPPORT SPECIALIST

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MY OBJECTIVES

"I want to apply my demonstrated history of professional technical work, a decade of hobbyism, and strong work ethic to break into the IT field, maintain server and computer uptime, and ensure customer satisfaction."

SKILLS

	Novice	Adept	Expert
Windows			
Linux			
Microsoft Office			
DNS			
TCP/IP			
VirtualBox			
Raspberry Pi			
Photoshop			
Microcontrollers			
Git			

LANGUAGES

	Novice	Adept	Expert
Python			
Bash			

STRENGTHS

Adaptability // Reliability

Communication // Leadership

INTERESTS

Computing // Networking

Arduino // 3D Printing

EXPERIENCE

Aug 2016 - Present
Machine Operator
LOST LUGGAGE

- Diagnosed, troubleshot, and provided first-level support in repair of machines, computers, and a SOHO-sized network.
- Created new methods using Windows Excel to increase productivity and throughput while minimizing time overruns.
- Acted as a liaison between design and production staff to guide the client's vision from idea to reality.
- Operated machinery including a CNC router, laser etcher, and large format UV printer.
- Performed preventative maintenance on machines in the work area and regular checks of safety equipment.

Sep 2013 - Jul 2015
CA Tester/Lead
FLEXASOFT

- Led teams of 5-10 QA Testers to produce measurable data and understandable bug information for clients.
- Set up and troubleshot computer hardware in testing labs.
- Tested in and led hardware and software testing environments.
- Performed regression tests against new builds and hardware configurations.
- Wrote, imported, triaged, and performed reproduction testing on issues logged into the Azure DevOps Server.
- Created custom Excel spreadsheets that saved an average of 10 hours per test pass of wasted data and test lead time.

Sep 2011 - May 2013
Lab Supervisor
R.I.T.

- Provided technical support for teachers and tier 2 software support for students.
- Maintained lab usage records and created infographics to ensure an easier lab user experience.
- Escalated more advanced problems to college tech support.

MERIT

Comptia A+ Certification
2021

Eagle Scout
2005

PROJECTS

SOHO Server (2020)
Hypervisor, VPN File Share, and DNS filtering

Custom PC Builds
2012, 2016, 2018, 2020

LED Marquee (2021)
Python powered Discord controlled LED marquee

EDUCATION

Sep 2009 - May 2013
Rochester Institute of Technology

B.F.A. 3D Digital Graphics