

Michael Winkler

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PROFESSIONAL SUMMARY

Comptia A+ and Cisco CCNA certified with multiple years of experience in the IT field. Specializing in customer and technical support in both team and self-motivated environment. Looking to obtain a position with a company that will help me cultivate my current technical skills as well as support my passion to learn new ones.

SKILLS

- Hardware
- Software
- Operating Systems
- Networking
- Customer service expert
- Excellent communication skills

WORK HISTORY

TECHNICAL SUPPORT - CONTRACT | 02/2012 to 10/2016

Image Communications LLC - Lomita, CA

- Provided company with technical support and troubleshooting on printers, PCs, laptops, and mobile devices.
- Recommended technology upgrades and complementary products that could improve productivity.

OPERATIONS ASSISTANT | 10/2006 to 12/2010

Just Professionally Done - Lomita, CA

- Assisted with day-to-day operations of facility, including service contracts and customer service.
- Restored and repaired vehicle interiors according to work order instructions.
- Setup and maintained company computer, peripheral, and software systems.

IT SUPPORT TECHNICIAN | 01/1999 to 02/2006

Network Services LLC - El Segundo, CA

- Supported end-users with application, computer, printer, and basic network related issues following established policies, processes, and procedures.
- Created, modified, and managed user accounts and permissions in Active Directory.
- Installed equipment for data communications networks including cabling, switches, and routers.
- Developed intranet applications using IIS, SQL Server, and ASP scripting.

CUSTOMER SERVICE REPRESENTATIVE | 07/1997 to 01/1999

Network Services LLC - El Segundo, CA

- Responded to customer requests for products, services, and company information.
- Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.
- Helped assist customers troubleshoot technical problems by opening trouble tickets with internal IT and engineering departments.

EDUCATION

Oxford Institute of Technology - Tarzana, CA | CompTIA A+ Certificate

Microsoft Azure Cloud Administration, 3/2020 – 5/2020

Cyber Security (Security + Curriculum), 6/2020 – 8/2020

System Administration, 10/2020 – 5/2021

West Valley Occupational Center - Woodland Hills, CA | Network Technician Certificate

Network And System Administration, 01/2019 - 07/2019

El Camino College - Torrance, CA

Computer Information Systems, 08/2002 – 06/2003

CERTIFICATIONS

Comptia A+ Certified, 05/10/2021 – 05/10/2024

Cisco Certified Network Associate (CCNA), 10/09/2019 – 04/09/2023

Currently Studying: LPI Linux Essentials Certification