



MICHAEL BROWN

Help Desk

Westminster, CA 92683

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714-727-4735

Highly experienced IT Professional offering an array of skills in data analytics, software development, troubleshooting, Customer support satisfaction and online course facilitation. Proven ability to analyze and resolve any IT issue in a timely manner. Possess international experience as trainer and information technology expert.

Authorized to work in the US for any employer

WORK EXPERIENCE

HELP DESK SPECIALIST

LOBEL FINANCIAL - Anaheim, CA

July 2019 to Present

- Hardware including setups, repairs, upgrades, re-imaging, reinstallation of window PC's.
- Completed installation, upgrading, troubleshooting and repairing of windows operating systems
- Active Directory- enable, disabled, unlocks accounts, reset password and join PC's to domain.
- Scanned/cleanup of viruses, spyware and malware for all PC's that is having issues in the office.
- Basic network experience with DHCP, DNS and using tools like Ping to troubleshoot issues.
- Troubleshoot client- side MS email/exchange problems in the office.
- Researched issues, access software updates, drives, knowledge bases and frequently ask questions.

DESKTOP SUPPORT II

American Advisors Group - Irvine, CA

April 2019 to July 2019

- * Documented repair processes and help streamline procedures for future technical support actions
- * Updated software versions with patches and new installations to close security loopholes.
- * Setup new desktop systems and configured laptops/desktops for incoming employees.
- * Provided printer and conference room equipment maintenance and support.
- * Provide one-on-one end user problem resolution, either in-person, via phone or remote.
- * Diagnose, resolve or escalated issues relating to desktop hardware, software and connectivity.
- * Conferred with vendors to obtain replacement hardware or software.
- * Collaborated with support team to assist client stakeholders with emergent technical issues.
- * Configured new employee work stations, including all hardware, software and peripheral devices.
- * Completed deployment of computers, phones, printers and other peripherals.
- * Manage the desktop build and imaging system and process.

- * Removed malware and viruses from laptops and desktop systems using specialized software.
- * Trained and mentored junior level staff member.
- * Coordinated moves, ads and changes.
- * Ensured that the desktops meet the internal security policies and guidelines (Patching, anti-virus and encryption).
- * Troubleshoot daily IT desktop client issues, support multiple departments and various offices.
- * Created new accounts, reset passwords and configured access to servers and file management software for users.
- * Trained team members and users in newly implemented and emerging technology.
- * Monitored project budget through the careful assessment of resource usage and task management.

Help Desk

Teletrac Navman - Garden Grove, CA

January 2016 to April 2019

- setting up computer workstations, including peripheral devices
- checking hardware for functionality
- installing and configuring software and its functions
- training computer users
- optimizing the performance of hardware and software
- ensuring security and privacy of networks and computers
- organizing and scheduling upgrades and maintenance so that others can continue working uninterrupted
- troubleshooting to diagnose and resolve computer problems
- maintaining records of repairs, fixes, and maintenance
- identifying equipment shortages and placing orders for more
- dealing with technical questions from users
- providing phone, chat, or in-person support
- following company guidelines
- setting up user accounts and profiles

IT HELP DESK ANALYST

CRUNCH FITNESS - SAN FRANCISCO, CA

September 2007 to December 2015

- * Provided help desk support and resolved problems for end users.
- * Monitored and responded quickly and effectively to requests received through the IT department.
- * Monitor service desk for tickets assigned to the Queue and process first-on and first-out.
- * Modified configuration, utilities, software default settings and location workstations.
- * Identified and initiated proactive, basic solutions that improved efficiency.
- * Completed users with a refreshed for new PC's when there are scheduled to receive them.
- * Configured Antivirus administration - configurations, deployments and monitoring.
- * Installed, tested and configured network equipment including wiring as assigned.
- * Worked overtime and weekend hours as authorized or requested by the IT Management.
- * Assisted in system, migrations and other IR initiative as directed by the IT Management.
- * Completed active directory user management of user accounts and server access.
- * Delivered on-site technical support following re-imaging implementations and work with managers to suggest product upgrades and changes.
- * Maintained System capabilities by testing computer components.

EDUCATION

Bachelor's in Information Systems Security

ITT-Technical Institute - Spokane Valley, WA
September 2003 to September 2007

Associate in Computer Network Systems

ITT-Technical Institute - Spokane Valley, WA
September 2003 to September 2005

SKILLS

- **Active Directory**
- **Help Desk**
- **Desktop Support**
- **Service Desk**
- **Tech Support**