

Michael Purvis

System Administrator, A.S. Computer Network Systems

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EXPERIENCE

Plymouth, Seattle, WA — System Administrator

July 2016 - December 2019

- Assisted all departments (to include Upper Management) on all IT related needs.
- Implemented first Ticketing software
- Assisted with Re-brand of company name and image.
- Replaced outdated analog camera system with new digital IP camera system (ExacqVision)
- Managed all company assets
- Administered Enterprise VoIP system (ShoreTel/Mitel)
- Administered Office365 accounts
- Administered Active Directory OUs
- Implemented first MDM software (JAMF)
- Managed warehouse scanners
- Assisted WAP cutover from Cisco to Meraki APs.

ABB Port Systems and Services, San Diego, CA — Customer Care Technician

June 2015 - July 2016

- Provide technical support for shipping ports and terminals around the globe for automated image capturing software
- Interact closely with clients and their IT departments with technical and support questions.
- Routinely performed site checks, to include: *making sure all cameras were staying in a certain percentage of accuracy, review logs – regardless of issues at the site, and ensuring server health.*
- Provide image audits at customer request to ensure cameras are within acceptable accuracy.

MindTouch, San Diego, CA — Customer Support Agent I

February 2011 - September 2014

- Provide technical support for cloud based Knowledge-Base Center software as well as legacy on premise solution.
- Interacted closely with Enterprise Customers with technical support questions.
- Worked within Linux and Windows environments to provide solutions for client issues brought up to Support – *Legacy on premise solution.*
- Investigated, confirmed, and report bugs brought up by clients.
- Administered multiple client sites, to include: *site creation, renewals, cancellations, as well as the day to day usage of their instance of MindTouch.*
- Assisted maintaining internal network, and company VoIP
- Maintained company assets

TECHNICAL SKILLS

Windows clients and servers (7, 10, 2012, and 2016) – 10 years

Unix (MacOS) – 4 years.

Linux (Debian/Ubuntu) – 6 years.

VoIP administration
(ShoreTel/Mitel) – 6 years

MySQL Database Administration
– 2 years

L.A.M.P Administration – 4 years

Maintained and troubleshoot
Network file systems, network
printers, hardware/software
problems, routers & switches, and
remote user support – 10 years

Managed Enterprise vSphere
environment – 2 years

Managed Enterprise Camera
system (ExacqVision) – 2 years

Deployed and managed MDM
software (JAMF) – 1 year

Managed Office365 accounts – 3
years

Network wiring and cabling – 3
years

Deployed and managed new
Access Points (Meraki) – 4 years

Deployed and managed Ticketing
software (FreshService) – 3 years.

- Implemented hardware standardization to Apple.
- Created company's first new employee onboarding plan

ESET, San Diego, CA — Retail software sales

November 2010 - January 2011

- Antivirus security software sales – *Smart Security, Internet Security*, and *Nod32 Antivirus*.
- Participated in pilot program to sell security software outside of tech and office supply stores.
- Maintained a wide variety of security software knowledge for use in sales.
- Performed demos and explained software features and benefits of owning the software

U.S Marine Corps, Various Locations — Tactical Data System Technician

January 2008 - March 2010

- Provided technical support services, including – networking/administration, troubleshoot, and repairs.
- Supported and worked closely with *Secret* classified materials, computers, and hard drives.
- Responded to basic and advanced trouble tickets on Tactical Data gear (hardware and software)
- Deployed and managed Tactical Data network – Windows and Unix environments
- Took charge of Marines' daily activities.

ADDITIONAL SKILLS

Excellent interpersonal, verbal, and written communication

Positive, self-motivated, and able to make difficult decisions in stressful situations

Outstanding small unit leadership

Enjoys working as a team, as well as independently

Able to motivate staff to meet project deadlines

Twenty years Customer Service

EDUCATION

ITT Tech, San Diego, CA — Associate of Science in Computer Network Systems

June 2010 - December 2012

Subjects included (not listed in entirety): Windows desktop and server administration, Linux administration, network and cable design.

U.S. Marine Corps, CA

January 2008 - March 2010

Trained in: Small Unit Leadership and diversity, communication, Basic Electronics Maintenance, Computer & Network administration.