MICHAEL WOLDEAMANWAEL
IT Support Technician

PROFESSIONAL SUMMARY

Detail-oriented, analytical individual looking to secure a position as an IT Support Technician that will utilize exceptional problem-solving, communication, and IT skills. An experienced technician is adept in system installations, upgrades, configurations, troubleshooting, hardware repair, software, and peripheral issues. Capable of resolving difficult problems in the areas of hardware, applications, and operating systems. Effectively communicate technical problems to non-technical end-users. Innovative professional recognized for delivering outstanding service to the user community. Experienced team leader.

CONTACT

✉ mickyhi2004@gmail.com

📞 206-370-2593

🏠 Kent, WA

SKILS

- Customer service
- Technical troubleshooting
- Software installation
- Systems analysis
- Active Directory
- Support end-users
- Optimize system performance
- Resolve technical problems
- Repair hardware
- Problem-solving
- Networking Support
- Coordination
- Multitasking
- Operating Systems
- Performance testing
- Inventory Management
- leadership

EDUCATION

Tongue Point Job Corps Center
Astoria, OR

- High School Diploma Jan 2006
- Graduated with honors.
- CompTIA A+ Certified
- Certif. Mac Technician

REFERENCES

Jonathan Kaliappa
Manager, Implementation
Zonar System
(206) 235-2752
Darrick Wells
Projects Desktop Analyst MultiCare
Health Systems
(206) 859-0643

EXPERIENCE

Fry's Electronics - Technical Specialist I Jan.2010 – Feb.2020

- Documented and maintained records of support requests, elevations, and actions taken.
- Diagnosed technical issues, identifying, and implementing corrective solutions.
- Communicated clearly and effectively with users, asking questions and listening actively to responses to develop an understanding of technical issues.
- Evaluated functionality and performance of software and hardware, recommending improvements and solutions.
- Guided end-users step-by-step through installations and technical fixes via phone call, email, and live chat.
- Trained staff on the use of new equipment and systems, providing demonstrations and answering questions.
- Scheduled and executed software installations and upgrades.
- Documents all Fixed assets and maintained, repaired, or replaced according to company policy.
- Troubleshoot hardware or software issues and take proper action and resolved them.
- Patched software programs to close security loopholes and update systems with the latest functionality.
- Removed broken or outdated hardware and replaced with new parts or products to achieve the desired level of performance.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.

Fry' s Electronic - Desktop Support Technician Feb. 2006 – Dec.2010

- Installed, configured, and repaired users' hardware, devices, and networking systems.
- Collaborated with team members to efficiently manage and maintain fixed asst workstations, laptops, peripherals, and printers.
- Completed over 50 technical support tickets each week with a 99% first-call resolution rate.
- Installed logic boards and LCD's on all vendor's PC, laptops, all-in-one, and Apple products.
- Possess the ability to function effectively within a team-oriented environment.
- Provide end-user training and support when required.
- Installed image with a security patch and deployment on new user workstation, Laptop and Pocket PC.
- performed data back and upgrade system with the latest windows.

Clatsop Community College - Desktop Support Tech...2004-2005

- Customized the system, software, and hardware settings to meet the specific needs of each user.
- Neatly arranged and labeled cables to prevent tangling and make future updates more efficient.
- Assisted user login problems, resolve issues with network printers.
- Assisted with a complete refresh of a new system and deploy images with security features.
- Respond to issue via phone and ticket system promptly.
- Escalates problems and issues to a higher level of support timely and accurate fashion.
- Check and Document that all UPS and Switches are all up and running