

Michael Winkler

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PROFESSIONAL SUMMARY

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 support my passion to learn new ones.

SKILLS

- Cisco equipment familiarity
- Network troubleshooting
- Customer service expert
- Application support
- Desktop support
- Excellent communication skills

WORK HISTORY

TECHNICAL ADVISOR | 02/2012 to 10/2015

Image Communications LLC - Lomita, CA

- Oversaw installation of software programs and hardware systems to meet company requirements
- Provided company with technical support and troubleshooting on printers, PCs and 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
- Created and reviewed work orders detailing required repairs per shop and contract guidelines
- 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

- Used ticketing system to manage and process support actions and requests
- 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 landing pages, dashboards and 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
- Used In-Touch SNPP software to activate and troubleshoot paging problems in Glenayre terminals
- Helped assist customers troubleshoot technical problems by opening trouble tickets with internal IT and engineering departments

EDUCATION

El Camino College - Torrance, CA | Some College (No Degree)

Computer Information Systems

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

Network and System Administration, 07/2019

California Polytechnic State University-Pomona - Pomona, CA | Java Programming Certificate

Object Oriented Programming

CERTIFICATIONS

Cisco Certified Entry Networking Technician (CCENT)

Cisco Certified Network Associate (CCNA)