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## *Michal Hladik*

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6752 Incline Ave, Las Vegas, 89103  
(702) 234-9624  
hladikm@outlook.com

### **Education:**

#### Czech Technical University – Prague, Czech Republic

2009-2011. Completed 60 credits towards bachelor's degree in Electrical Engineering.

#### Gymnazium Spitalska – Prague, Czech Republic

2001-2009. Completed 8 years of college preparatory education for gifted and talented students, graduated with High School Diploma.

### **Work Experience:**

#### MT Solutions Group - 10845 Griffith Peak Dr. Suite 200, Las Vegas, NV 89135

*June 2021 – Present.* Managed service provider for Olympia companies and Southern Highlands Golf Club. All levels of customer support, network maintenance, cloud migrations, upgrading wireless network, Site-to-site VPN deployment, migrations to virtualized environment.

#### Brydan Solutions – 2950 S Rancho Dr. #204, Las Vegas, NV 89102

*March 2021 – June 2021.* Managed service provider for small to medium businesses. Providing both on-site and remote support to clients. Deploying laptops and workstations, maintaining network, PCs, printers and servers. Providing network security using Fortinet products. Server migrations, email migrations, setting up Active Directory and VPNs. Hosting virtual servers and Office 365 management.

#### ARET Prague LLC – Sterboholska 28, Prague 10, Czech Republic

*July 2017 – November 2020.* Complete IT solutions for various customers with small to medium sized networks. Deploying workstations and laptops, preparing and maintaining server solutions for customers, scheduled preventative maintenance and backup solutions. Migrating customers to up-to-date products like MS Office 365, Windows Server 2016 and 2019. Working in MS HyperV environment. Experienced with Active Directory. Providing on-site and off-site support with focus on as-fast-as-possible solutions.

#### General Electrics Aviation – Beranovych 65, Prague 18, Czech Republic

*May 2016 – May 2017.* User support, solving tickets within the corporate environment, deploying user workstations or laptops and ensuring proper data migration.

#### PCNet LLC – Stepnicna 1965/3, Prague 8, Czech Republic

*March 2013 – May 2016.* Authorized service technician for Lenovo and IBM. Troubleshooting and repairing PCs and laptops, and servers. Providing top class support to corporate customers, on-site and off-site. Responsible for quick and accurate diagnostics, ordering and replacing parts.

**Skills and Expertise:**

- Fluent in English: reading, speaking, and writing
- MS Office Suite, Windows Server 2008 and newer, Office 365, Active Directory, MS HyperV Platform, MS Exchange, Fortinet network solutions
- Competency in basic electrical, plumbing, carpentry, and mechanics.
- Creative, adaptable, self-motivated, critical thinker, with skills in conflict resolution, written communication, and solution-based approaches.

*\*References Available Upon Request\**