**Michael J. Cahan**

**14034 Valerio Street**

**Van Nuys CA 91405**

**(661) 305-5476**

**mcahan@hotmail.com**

**EDUCATION**

Networking Certificate, Computer Learning Center, Los Angeles, CA (1995)

Associates Degree in General Education, Pierce College, Woodland Hills, CA (1988)

Electronics technician, Certificate, Ameritech Colleges, Van Nuys, CA (1990)

**OBJECTIVE**

To secure a position as a Desktop Analyst or Network Administrator where my technical and business skills will be most applicable.

**PROFESSIONAL EXPERIENCE**

**Hollywood Presbyterian Medical Center**

Desktop Support Analyst 03/09 – 6/2020

|  |
| --- |
| * Troubleshooting of Software and hardware issues over the phone, remotely and in person. * Setup user accounts and OU’s in Active Directory. * Installed Office 2013, 2016 and Office 365. * Worked with high level Executives and Physicians |
| * Imaging of new Dell Optiplex and Lenovo workstations and laptops, setup of new hardware, HP printers, Xerox copiers, iphones and androids, VPN configuration in a Windows 10 environment |
| * Performed Windows XP to Windows 7 migration using Symantec Ghost. Performed Windows 7 to Windows 10 migration using Smart Deploy and WDS. Worked with Imprivata, Softlab, MECM, HP Device Manager, VMWare, Kronos, JB Dev, Softlab, GE Centricity Perinatal, EPIC, Allscripts Paragon, Kuiper, and more. * TCP/IP configuration, troubleshooting of network connectivity to the switches, cable management and testing of lines. |
| * Worked with a team of 20 IT staff members.  Created DOS and VB Scripts to streamline   deployment of applications.  Used PDQ deployment tools to create packages and inventory of 1000 workstations. Also familiar with SCCM for deployment of applications. Go to person for Apple Computers and MacBook’s. |

**Design Strategy (contract at Bear Stearns), Century City** 12/07 – 03/08

Desktop Support Analyst (Completed Contract; Company went Bankrupt)

* Troubleshooting of Software and hardware issues over the phone, remotely and in person.
* Imaging of new Dell Optiplex workstations, setup of new hardware.
* TCP/IP configuration, troubleshooting of network cabling to the switches.

**Igmas Technologies, Universal City, CA** 11/06 – 11/07

Configuration Center Team Lead (Contract; Completed roll out)

* Managed a staff of four
* Configuration of 500+ IBM Xseries servers running Windows 2003.  Imaging of IBM Xseries servers using IBM Director Suite. Installation and troubleshooting of PCCharge credit card processing software.
* Trained new employees, recommended improvements to the project and maintained a professional atmosphere at the configuration center.
* Configuration of over 200 Sonicwall Pro 170 series firewalls, 1500 Linksys print servers and 2000 Wyse thin clients for the 500+ Jenny Craig centers across the USA.
* Ordering of supplies and point of support for the field technicians installing the hardware.

**Old Master Products, Incorporated, Van Nuys, CA** 12/03 – 04/06

Network Support technician (Decided to Outsource)

* IT Management of Windows 2000, Novell 4.1 and AS/400 Network for Corporate office and two stores. Sole person in charge of all computers and phones.
* Maintained server backup tapes using Seagate software, setup new user accounts and email accounts, setup new Dell computers with Windows XP, MS Office XP and created images with Norton Ghost.
* Setup Windows 2000 Terminal server and configured Cisco 2600 routers for VPN tunneling to the three different store locations and provide internet connectivity.
* Purchasing of software and hardware, recommendations for future network infrastructure.
* Configuration and troubleshooting of HP Printers and TCP/IP networking.
* Administration of Toshiba CTX phone system and Cisco 2611 routers.
* Created two separate websites, http://oldmasterproducts.com & http://thegarrisoncollection.com.  Also created company brochures using Photoshop 7 and warehouse drawings using AutoCad.

**Fox Studios (Tek Systems), Century City, CA** 09/02 – 04/03

Desktop support Analyst (Temp Contract; Cover absent employee)

* Migrated users from Windows NT and Novell 4.12 to Active Directory.  Created and managed new and existing accounts, password changes, print queues and Organization Units as well as cabling and switch related issues.
* Performed memory and hard drive upgrades on IBM, Compaq and Gateway Computers.
* Created Windows XP and Win2000 images from detailed instructions.  Worked with Altiris for remote image installations, Ghost 7.5 and Sysprep for company-wide XP rollout.  Configured advanced group policy and registry changes to make workstations secure.
* Provided direct customer contact in the installation of hardware and software.
* Assisted in Exchange 2000 migration. Configured Outlook and GroupWise email clients and assisted users with archiving and restoring of email.
* Provided technical support, resources and expertise to all departments as needed.

**Technical Skills**

* Network troubleshooting, support and configuration on Microsoft Windows and Novell Operating systems including Win NT, Win 2000, Windows XP, Windows 2003, Windows Vista, Windows 7, Windows 8, Windows 10, Mac OS 9.6 –10.14
* Knowledge of Remedy Calence, Ivante and ServiceNow Ticketing systems.
* Performed companywide rollouts using Ghost, Altiris, WDS and other Microsoft Deployment tools.
* LAN Administration of Active Directory and Novell NDS (Setup new user accounts, permissions, group policies).  Setup Exchange 5.5 and Exchange 2000 and 2003.
* Knowledge of various software including, Outlook, GroupWise, Lotus Notes, DOS, Windows, SQL, Exchange, Ghost, Norton Utilities, RIM Blackberry, Palm Pilots, Remedy, Photoshop, Office 2000- 365, Citrix Workspace, Admin Arsenal PDQ Deploy
* Desktop support including all types of PC’s and printers including Dell, IBM, HP, Lenovo, Micron, Toshiba, Sony and Gateway.
* Typing of 60+ WPM.
* Microsoft Certified Systems Administrator, MCSA, MCP.
* Novell Certified CNA and CNE Netware 3.12 and 4.1

**References available upon request**

<https://www.linkedin.com/in/mcahan/>