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| **Mike Arthur**  Technical Support Specialist   |  |  | | --- | --- | | **Address**Henderson, NV, 89014  **Phone**(702)776-9100  **E-mail**marthur512@gmail.com |  | |  |

Inventive Technical Support Representative eager to find novel and productive solutions for each customer's issue. Independent provider of individualized customer care. Adapts to unique complaints and queries by performing independent research.

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| **Skills** |

TCP/IP 

Excellent

Software Rollouts 

Excellent

Windows 10 

Excellent

Technical issues analysis 

Excellent

Troubleshooting 

Excellent

Application support 

Excellent

Network diagnostics 

Excellent

Technical Support 

Excellent

Customer service expert 

Excellent

PC component diagnostics 

Excellent

Complaint resolution 

Excellent

Linux Installation, Configuration, and Administration

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| **Work History** |

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| 2019-11 - Current | **Technical Support Associate**  Integrated Practice Solutions, Las Vegas, NV   * Provided technical support to clients regarding New Installations, Updates, and Server Transfers of the Chirotouch software suite. * Utilized Salesforce on a daily basis to update client cases and send email templates * Performed SQL administration tasks such as running queries and custom installations. * Configured Port Forwarding on routers to allow remote access to the online schedule * Installed and maintained ChiroTouch application on workstations and servers * Assisted end users in setting up firewall rules and mapping network shares * Received 20 to 30 inbound calls per day and resolved technical support issues |

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| 2019-07 - 2020-02 | **Licensed Massage Therapist**  The Orleans, Las Vegas, NV   * Provided Swedish & Deep Tissue Massage Therapy sessions * Provided spa treatments including sugar scrubs and body wraps * Provided safe, effective and appropriate massage therapy techniques during customer appointments * Used essential oils to add aromatherapy element to massage sessions, maximizing stress relief and relaxation effect |

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| 2017-10 - 2019-02 | **Certified Salesforce Consultant**  Everpeak Partners, Portland, OR   * Created page layouts and custom fields for accounts, contacts, opportunities and leads * Planned and implemented Salesforce Communities, including dynamic branding unique to clients * Worked closely with users, communicated best practices and tips on Salesforce usage and delivered user training |

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| 2017-06 - 2018-05 | **Help Desk & System Administrator**  CNA, OR   * Served as the onsite point of contact for the local CNA office * Resolved technical issues and closed tickets in the ServiceNow system * Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks |

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| 2014-12 - 2017-01 | **Help Desk & System Administrator**  D + H, Portland, OR   * User account and computer management in Active Directory * Utilized Group Policy to grant users access to network shares * Deployed new software to users using the SCCM console * Explained technical information in clear terms to non-technical individuals to promote better understanding |

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| 2014-05 - 2014-10 | **Windows 7 Migration Technician Contract**  The Standard, Portland, OR   * Utilized the Remote Desktop Protocol to resolve installation issues * Collaborated with a team of engineers to resolve issues with SCCM * Coordinated with external stakeholders to align data migration scheduling to minimize business process disruptions |

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| **Education** |

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| 2006-04 - 2007-05 | Associate of Applied Science: IT Network Specialist  Milwaukee Area Technical College - Milwaukee, WI |

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| 2016-05 - 2017-05 | Massage Therapy License  East West College - Portland, OR |

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| 2021-01 - Current | Bachelor of Science: Network and Security Administration  Dakota State University - Madison, SD   * Job-related courses completed: Computer Science I and Networking II |

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| **Certifications** |

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|  | MCSE |

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|  | CompTIA CySA+ |

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|  | CompTIA Pentest+ |

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|  | CompTIA Security+ |

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|  | CompTIA Network+ |

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|  | CompTIA A+ |

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|  | Salesforce Certified Administrator |

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|  | Salesforce Community Cloud Consultant |

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|  | LPIC-1 Linux System Administrator |

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|  | Nevada Massage Therapy License NVMT #9980 |