Michael Worcester

(804)837-5537

MichaelWorcester85@gmail.com

OBJECTIVE

A Self-Motivated, Hard-Working Military Veteran with Network Experience. Seeks employment in the Information Technology Industry.

WORK EXPERIENCE

**Microsoft** Redmond, WA USA 01/2018 – 08/2019

*Office365 Engineer*

Worked in many datacenters ensuring that the adds were up and running on all the servers, was part of an on-call rotation rebooted servers in the data centers located across the united states. Installed and rebuild Office365 servers migrated users/company data over from site2site.

**IT-Source** Federal Way, WA USA 08/2015 – 12/2017

*Network Helpdesk Engineer*

Worked with maintaining computer networks and systems for multiple businesses, problem-solving skills, able to handle multiple assignments simultaneously along with having a proven track record in customer services. Able to triage support calls and manage the ticket status. Supported clients end users via telephone, email chat or in person. Able to schedule and document working using service desk tools. Improve client services, client perception and satisfaction.

**BlackPoint-IT** Seattle, WA USA 03/2015 – 08/2015

*Managed Services Engineer*

Worked with the helpdesk team as Tier 2 and Tier 3 with support tickets. Triaged tickets using Connect wise and Labtech. Took trouble tickets and ensured that the tasks were complete within the SLA. Escalated tickets as needed. Went onsite for clients logged time within connect wise.

**Networx**, Las Vegas, NV USA 08/2014 – 01/2015

*Help Desk Manager*

Manages a team of support personnel who troubleshoot IT issues. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end user. Directs, motivates and develops and organization’s staff to maximize their individual contribution, professional growth and efficacy as a team. Leads in the design, implementation and overall operation of technology and systems, for the help desk function. Collaborates with third party suppliers to ensure delivered services meet quality standards. Analyzes, defines and documents client’s requirements; Creates related training materials for junior staff. Performs all major development and delivery phases and activities. Supervises the full spectrum of delivery activities on multiple development projects. Contrasts benefits, drawbacks and appropriateness of different methodologies. Utilizes industry experience and benchmarks to evaluate methodology effectiveness. Oversees development of best practices documentation for all major activities and tasks. Evaluates the relative criticality, risk and potential reward of each and all major tasks.

**Thehelpdesk**, Irving, TX USA 05/2012 – 06/2014

*Remote network administrator / IT manager*

Working with a team remotely that is located in another state. Perform server updates and system installs for clients in the greater Las Vegas Area. Work remotely from my home office along with going on site. Ability to work after-hours, weekends and on-call as needed in rotation with the other Network Engineers and Network Administrators. Respond to SLA times and create and close tickets in accordance with the SLA agreements. Setup and on-board clients to use the help desk standards in place. IT Analysis and Assessment Application Development Services Managed Hosting, Colocation, Disaster Recovery, Web Hosting

**Integration Technologies, Inc.**, Honolulu, HI USA 09/2009 – 04/2012

*Network Administrator*

Working on a team that will provide remote server support for customer networks Performing preventative maintenance on servers and workstations and design maintenance routines to minimize work Troubleshooting and resolving networking issues in conjunction with other vendors as needed Installing software and hardware both remotely and at costumer location Responding to phone calls in a timely manner during working hours and when on-call Maintaining all customer and company standards Following through on work orders within established service level agreements Maintaining time records, ticket tracking and other customer documentation in real-time Creating and Maintaining documentation for the systems we manage Providing training for the Network Administrators relating to the products we install Ability to work after-hours, weekends and on-call as needed in a rotation with the other Network Engineers and Network Administrators

**United States Army** 02/2005 – 07/2009

*Soldier*

Garrison Military Police Stationed Stuggart Germany, Enforced Law enforcement

Multiple combat deployments

**EDUCATION**

**Tahoma High School** Maple Valley, WA USA 1999 – 2003

* Networking Essentials
* Office365
* A+ Certification
* MS Office Advanced
* MS Office Basic
* TCP/IP Protocol
* Beginning Windows NT
* Administering Windows NT
* Windows NT Core Technologies
* Windows NT Support by Enterprise
* Business on the Internet
* FrontPage

**SKILLS**

* Knowledgeable of Windows Office product suite, VPN and local area network.
* Excellent communicator at all levels. Empathizes with user frustrations; capable of dealing with people in a calm, professional and effective manner
* Good administration skills with strong attention to detail for updating records and following procedures and checklists
* Knowledge of industry standard IT best practices, including disaster recovery and high availability concepts
* Strong analytical skills with proven problem-solving ability
* Basic knowledge of VB.Net and MS SQL
* Strong analytical skills with demonstrated problem solving ability
* Excellent written and verbal communication skills. Ability to clearly explain IT concepts to both technical and non-technical users
* Excellent general IT knowledge for corporate networked workstations
* Excellent communication skills (written and verbal) with the ability to communicate effectively at all levels
* Provide on-site and phone support for customer’s LAN/WAN needs
* Extensive experience with Microsoft products and Operating Systems such as Microsoft Office Suite and Windows 7
* Experience with Linux
* Over ten years of supervised experience designing, installing, and configuring Local Area Networks and designing and simulating Wide Area Networks in a lab environment.
* Experienced using administrative tools in WinNT 5.0 Server/Workstation and Windows 2012 Advanced Server to create Primary and Backup Domain Controllers, create Domain Forests, manage users and groups, and assigning rights/permissions
* Over five years’ experience programming routers and switches, and performing troubleshooting tasks for connectivity, speed, and packet loss issues
* Successful completion of major job tasks protects company funds by proper utilization of technology, enhances company revenue and profitability, and is performed in a safe, competent, timely, and professional manner, and influences positive industry and customer relations
* Advanced Router/Switch knowledge such as managing and configuring boot image files, creating and configuring VLANS, and writing Access Control Lists for security purposes
* Work with customer to configure purchased products or services for their intended use
* 20 years of experience building, troubleshooting, and upgrading computers in general
* Microsoft Office Suite / Social Media / Mac & Windows / Diigo / Evernote
* Microsoft Office Suite (Word, Excel, Outlook) / OPERA Software
* Numerous Company-Specific Software Programs