**MICHAEL THOMAS, CCNA**

**2528 Paradise VillageWay, Las Vegas, NV 702-379-5080**

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**TECHNICAL CERTIFICATIONS**

Cisco Certified Network Associate (Routing and Switching) Interim-Secret Clearance

CompTIA Network+ A+ Security+ certified

**EXPERIENCE**

**PERSPECTA,** Boise, ID 8/20 – 11/20

*Enterprise Service Desk Agent*

Solving various end-user issues for Navy Marine Corps Intranet

System Administration activities such unlocking and enabling accounts

Execute scripts via Multi-Tool and PIV re-alignments via Active Directory and other tools

Conduct Tier 1 analysis for Service Desk Escalation

Opening and Closing tickets Hewlett-Packard Service Manager

Correlate events and incidents for management of Information Technology Services

Interacts with other team members, such as software distribution and remote desktop to restore services and/or identify and correct the core problem

**CDW,** Las Vegas, NV 4/19 -10/19

*Configuration Technician*

Imaged and configured of a multitude of projects concurrently.

Performed advanced imaging of client systems through Virtual Private Networks.

Assisted system administrators with failed image diagnosis.

Provisioned images from local network via PXEBOOT and Ghost.

Safely carried out RAM and drive installations/upgrades.

Performed Solid State Drive installations and upgrades on PC laptops and desktops.

Encrypting/decrypting, asset tagging, bloatware removal, and BIOS setting.

Utilized in-house workflow and documentation system.

Trained and assisted co-workers so to meet deadlines and service level agreements.

**LUTHERAN SOCIAL SERVICES,** New York, NY 3/19 - 4/19

*Help Desk Technician*

Imaging and set-up of upgraded systems.

Closing help desk tickets via Spiceworks online support.

Desk side support for troubleshooting end-user tickets.

Changing passwords and unlocking accounts via Office365 and Azure Active Directory.

Joining users and systems to organization's domain.

**Veterans Health Administration**, New York, NY 8/18 -12/18

*Pharmacy Technician*

**BELLEVUE HOSPITAL CENTER,** New York, NY 7/16 - 8/18

*Pharmacy Technician*

**BD-Pyxis,** Las Vegas3/16 - 6/16

*Senior Product Implementation Analyst*

**WOODHULL MEDICAL CENTER,** New York, NY 7/12 - 12/16

*Pharmacy Technician*

**EDUCATION**

**University of Nevada, Las Vegas,** Las Vegas, NV **August ‘97-December ‘00** *Bachelor of Science in Business Administration, Economics*

**MILITARY SERVICE**

**UNITED STATES NAVY**