*Michael Thomas*

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| **Certifications:** | **Hardware/Technical:** | **Desktop Support:** |
| * Technical Certificate (Year Up) * CompTIA Network+ (In Progress) | * Deploying PCs and Macs * Configuring Peripherals * Installing Commercial /Cloud software applications * Hardware Upgrades | * Updating Active Directory * Walkup Support * Tech Refreshes * Tier 1/2/3 Support * Mobile Devices * Microsoft Office |

**EXPERIENCE**

**Atlassian San Francisco, CA Jun 2019 – Present**

*Workplace Productivity Analyst II*

* Procuring hardware through CDW vendor.
* Utilizing JAMF/SCCM to build Mac’s/Windows/Linux Systems.
* Facilitating new hire onboarding(IT) for 15 new hires per week.
* Hosting Zoom AV event’s for 600+ users across Atlassian offices globally(Sydney, Austin, Amsterdam, Manila 7 per week).
* Providing Tier 1/2 support for 600 in office users, and multiple Remote users.
* Troubleshooting video conferencing systems (such as Zoom/Crestron/Cisco VC)
* Setting up 8x8 virtual numbers/extensions.
* Monitoring MDM solution in Workspace ONE to ensure all devices are compliant to Atlassian standards.
* Coordinating with Xerox vendors for printer maintenance.
* Closing 10+ tickets per day for various issues, and monitoring pings/ helping users in Slack channels globally.

**InsideSource San Carlos, CA Oct 2018 –May 2019**

*Tier II Help Desk*

* Utilizing Jamf Casper suite to deploy new macbooks for designers
* Backup desktop encryption software for machines via McAfee/Bitlocker
* -Provide level 1/2 support for all technology platforms (desktop, systems, iPhone/iPad and network) for the entire organization.
* Set up Skype accounts for new hires
* -Provide level 1 support for all technology platforms.
* -Manage issue escalation to tier III resources when required.
* -Manage/resolve help desk system making sure all required data is contained on the ticket.
* -Service pack installations, bug fixes, security updates, and any system change activities.
* -Create and maintain support documentation/knowledge-base.
* -Deploy IT equipment for new hires, including imaging, configuration and physical set up.
* -Update asset tracking systems when issuing or collecting equipment, track lifecycle, maintenance and decommissioning of IT assets.
* -Work occasional evenings and weekends as required for unscheduled interruptions and emergencies.

**Sutter Health CMPC San Francisco, CA Feb 2018 – Nov 2018**

*Tier II Technician*

* Assists with analyzing, defining specifications, configuring, coordinating, installing, repairing and testing computer/mobile devices, peripheral equipment and LAN interfaces
* Running automated PowerShell scripts in Win 10/7 environments.
* Coordinating installation of computer/mobile device software with customers
* Configuring and installing software upgrades/fixes or patches in Win 10 environment
* Daisy chain VOIP systems to bridge Ethernet connections to machines.
* Installing PoE switches to increase bandwidth speeds for workstations.
* Maintain hardware/software lifecycle and IT asset inventory. Uphold licenses, warranties and service agreements.

**Goorin Bros. San Francisco, CA Aug 2017 – Feb 2018**

*Systems Administrator*

* Troubleshooting various issues in Win 10 environment (black screen, blue screen, boot loop, hardware, Etc.)
* Backing up data and binding Win 10 machines to networks
* Managing SaaS (Microsoft Office 365, Dropbox, Zendesk, Google Apps, Box, Slack)
* Attend weekly meetings with managers and C -Level executives on statistics relating to issues and trends for the week.
* Coordinating requisite resources to facilitate timely solutions with responsible L2/L3 teams.
* Ticket management and escalation (OTRS and Fresh Desk) by tracking team tickets submitted.
* Provide EOD on ticket updates, open tasks, reports and ensuring SLA requirements are met.
* Office and desk moves.
* New Hire phone security setup, software installations, upgrades, troubleshooting, desktop/laptop repair, and hardware refresh.
* Laboratory Register (Oracle Micros) POS support.
* Troubleshoot Network and local printers (Dell, Brother, Canon, HP, Zebra).
* Provide onsite support for 100 HQ PC (Win 7/10) users and 50 MAC users.
* Provide offsite support to 200+ employees.
* Active Directory account maintenance and Group Policy maintenance.
* MS Exchange user and group maintenance.
* Troubleshoot LAN, VPN, and wireless issues using remote desktop (Vnc Viewer/Teamviewer), Citrix Receiver and WatchGuard Mobile VPN.
* Citrix server management (Application publishing, basic troubleshooting)

**Saint Joseph Notre Dame H.S. Alameda, CA May 2017 - Aug 2017**

*Technical Support Specialist*

* Supporting 150+ users on account issues through G-Suite as Google admin.
* Identifying the needs of users reported through spreadsheet system and troubleshooting Tier 1/2/3 issues.
* Maintain network and system security, including vulnerability management.
* Monitor networks to ensure security and availability to specific users.
* Maintain integrity of the network, server deployment, and security.
* Updating active directory services/account provisioning (Active Directory, LDAP, G-suite).
* Maintain individual machines (Win 7,8,10, Linux, Mac OS) such as drivers and settings of personal computers as well as printers (HP, Dell, Brother, Lexmark, Ricoh/Canon Network Copiers)
* Basic Networking (TCP/IP, LAN, WAN, Troubleshooting) on desktop computers, printers, routers, switches, firewalls, phones, smartphones, and software deployment.
* Maintaining groups and policies in G- Suite admin console.

**North Face and Lucy Alameda, CA Jan 2017 - Apr 2017**

*Lead Deployment Engineer*

* Assisting small group of 7 associates on team escalations.
* Supporting 250+ users’ accounts on Active Directory.
* Deploying/imaging Mac machines.
* Migrating user profiles/data.
* Installing drivers for network adapters.
* Managed and configuring user’s software on IPad Pro’s.
* Installed/activated applications on the Mac OS platform/(JAMF Suite).
* **UCSF**

*Technical Analyst* **San Francisco, CA Aug 2016 - Dec 2016**

* Monitoring user requests through Service Now ticketing software.
* Assisting 30+ users daily in resolving maintenance and complex issues.
* Installed/Configured Mac/PC workstations, servers and networks.
* Maintained passwords, data integrity, and file system security for different OS environments.
* Managed trusted root certificates in Windows and Macs.
* Checking Eventboard iPads on the network, and adjusting correct video and audio settings.
* Monitoring users requests through Zendesk ticketing software.
* Imaging Linux machines and resetting Mac user accounts.
* Troubleshooting software and hardware issues.
* Setting up VPN’s and maintaining domains/shared drives.
* Monitoring break/fix and inventory.
* Setting up HipChat accounts.
* Supporting 150+ users with Microsoft Active Directory

**Union Bank San Francisco, CA Feb 2016 - Aug 2016**

*PC Technician*

* Configuring and setting up workstations in Win 7 and Linux environments.
* Installing software and encrypting machines.
* Mapping network drives and imaging PC’s.
* Setting up VPN and resetting passwords.
* Migrating data and setting up printers.
* Provide Tier 2 user support for conference room and web-conferencing meetings (Zoom, WebEx, Cisco VC).
* Maintaining 270+ conference rooms in San Francisco for 2 sites.
* Complete daily sweeps inspections of all conference rooms and perform AV troubleshooting.
* Testing all power cables to ensure good physical condition and passing signal.
* Monitoring, checking, and performing scheduled preventative maintenance on all Crestron and Zoom AV/VC systems.
* Monitor and manage AV maintenance tickets in JIRA, act as first responder to incoming tickets, resolve issues directly, and escalate special requests and/or problematic issues as needed.

**Kaiser Permanente Pleasanton, CA Jul 2015 - Jan 2016**

*Desktop Support Technician*

* Monitor and solve user tickets through Remedy ticketing software.
* Assist users with troubleshooting hardware/software issues on Win 7/10 and Linux machines.
* Manage and track 500+ assets using Microsoft Excel to maintain supplies and identify upgrades.
* Deploy and build user equipment daily according to Kaiser Permanente standard protocol.
* Push, remove, and update applications through Nex D Gen software.
* Provide in-person support to users and follow up to ensure user satisfaction.
* Staging and configuring user’s profile to Surface Pros and Apple Tablets.

**EDUCATION**

**Year Up / Foothill College San Francisco, CA Mar 2015 - Jan 2016**

Trainee/Student

* Year Up is an 11-month job development program that teaches young adults technical skills, communication, and soft skills. It provides college courses and a 6-month internship at a Fortune 500 company for students who demonstrate the technical skills and gain IT marketable experience.