Michelle K Trimble

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**Objective**

To obtain a position where I can communicate directly with customers, marrying my IT skills with my customer service skills and providing the best possible experience for the end user. I also hope to gain more knowledge in the field and grow as a valuable part of the IT team.

**Summary**

I have 25 years of experience working in a professional environment exercising effective communication skills via verbal and written.  I have utilized a variety of communications equipment to expeditiously plan, execute, and coordinate a multitude of tasks to achieve a common goal of up to multi-million dollar overhauls of computer systems hardware/software upgrades.  I have utilized troubleshooting techniques that allow me to think outside of the routine and become effective at recognizing problems and quickly diagnosing a potential solution.  I am proficient in Windows 7 & 10 Power point, Word, and Excel.

**Education**

University of West Florida, Pensacola, FL

B.S. in Information Technology 2013-2015

Pensacola Junior College Pensacola, FL

A.A in Business 1999-2002

**Certification**

Web Development Certification

Database Systems Certification

CompTIA Security +

**Professional Experience**

**Caesars Entertainment,** Las Vegas, NV

Support Specialist I Oct 2019 – Present

* Provide end-user support for computer systems to include diagnosis of software/hardware issues
* Maintain POS machines; performed install and upgrades
* Assists with the diagnosis of network issues; use Link runner to trouble shoot/ verify VLAN and port information
* Provide essential systems support for network hardware, desktops, laptops, software and printers, workstations and other network devices
* Follow ITIL based practices for incident management, problem management, configuration management and customer service

**AURORA DIAGNOSTICS LMC LABORATORIES,** Las Vegas, NV

IT Support Technician May 2018 – September 2019

* Provide end-user support for computer systems to include diagnosis of software/hardware issues
* Manage phone system, on-line diagnosis, and responding to user service requests, provides user training
* Assists with the diagnosis of network issues; use Link runner to trouble shoot/ verify VLAN and port information
* Responsible for establishing and maintaining user accounts, profiles, file sharing, access privileges, and overall system security
* Performs software upgrades; convert users to from version 8 to version 9 on Fusion Text dictation software
* Provide essential systems support and network administration support for servers, network hardware, desktops, laptops, software and printers, workstations, label printers, lab equipment and other network connected devices
* Follow ITIL based practices for incident management, problem management, configuration management and customer service
* Monitors network traffic for vulnerabilities, configuration changes and policy changes
* Installs maintains and monitors firewalls and WIFI Access Points and other network equipment at remote locations

**Teksystems/ CAESARS ENTERTAINMENT,** Las Vegas, NV

Systems Support - Special Events January 2018 – May 2018

* Set-up/remove PCs for special events
* Imaged/Troubleshoot POS terminals
* Imaged/Troubleshoot PC’s
* Installed/Removed Veridocs software on PC’s
* Worked incident tickets for Caesars Entertainment various properties

**UNIVERSITY OF SOUTH ALABAMA HEALTH SYSTEM,** Mobile, AL

PC Application Specialist I June 2016 – November 2017

* Provide end-user support for computer systems to include diagnosis of software/hardware issues
* Assists with the diagnosis of network issues; use Link runner to trouble shoot/ verify VLAN and port information
* Performs Domain conversions; Moves PCs from old Domain environment to new Domain; Migrate users to new Domain
* Install and maintain latest versions of printers, label printer, print servers, PCs, laptops and thin client hardware/software updates
* Implementing Cerner EMR - responsible for hardware deployment of labs, NICU and all other Nursing areas
* Create Hardware quotes from vendors for new equipment orders for end users

**Cypress Employment/ UNIVERSITY OF SOUTH ALABAMA HEALTH SYSTEM,** Mobile, AL

Technical Systems Support October 2015 – June 2016

* Provide end-user support for computer systems to include diagnosis of software/hardware issues
* Assists with the diagnosis of network issues; use Link runner to trouble shoot/ verify VLAN and port information
* Communicate and use appropriate customer relation skills with physicians, patients, families, and other hospital staff in-person and via telephone
* Performs remedial repairs on computers, laptops, printers, bar code scanners and any other authorized peripheral equipment

**Arc Gateway,** Pensacola FL

Group Home Assistant September 2000 – November 2013

* Provided at home care for up to high functional mentally handicapped clients
* Ensured proper medication and dosage was distributed to each client
* Logged medication accordingly
* Maintained an atmosphere that promoted safety and cleanliness
* Transported each client to their respective places of employment.