Michael Delotelle

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Authorized to work in the US for any employer

# Work Experience

## Tech II/ Supervisor

**The IT Guy - Las Vegas, NV August 2019 to Current**

MSP work

* Responsible for call handling, Ticket Creation, Billing
* Network diagnostics, troubleshooting and fixing
* Building computers, PBX and network infrastructure
* Responsible for multiple clients, their software and hardware

## Tech II / III

**Olin/HCL December 2018 to October 2019**

Responsible for day-to-day operations and fixing any hardware/software issues.

* Imaging and deploying PC's and ensuring that all data and user files as well as any special software get installed on user’s PC. Ensuring a seamless transition to new hardware.
* VIP support for CEO, CIO etc. Responsible for "white glove" issues.
* Responsible for SCCM management. Image building and software installations using SCCM.

## Tech II

**Wheelhouse Solutions - St. Louis, MO May 2018 to July 2018**

Responsible for server backups, remote patching, and remote maintenance of managed client PC and servers

* Responsible for escalated tickets passed to me from a tech 1. Handing these tickets quickly and with as much documentation as possible.
* Troubleshooting problems remotely with a client or with a third-party tech to resolve issues efficiently.
* Responsible for both long term and short-term projects designed to streamline internal or external processes
* Responsible for new client network assessments and diagnostics.

## IT Supervisor / Lead IT

**American Casino Entertainment Properties January 2015 to August 2017**

Diagnosing and fixing problems or potential problems with the network and its hard ware, software and systems

* Daily management tasks include customer service, interviews, ordering, and management meetings.
* Completed troubleshooting and repair when computers had problems and also performed network troubleshooting.
* Worked on AS400 / Kronos and also disciplinary action.
* Perform computer support tasks as assigned by the client.
* Project Management

## Lead Technician

**National Engineering - Las Vegas, NV October 2013 to January 2015**

Las Vegas NV Oct 2013 - Jan 2015

NV Energy IT Service Desk Support II

* Worked well independently or in a group setting providing all facets of computer support such as installations, troubleshooting, computer maintenance and imaging
* Monitor network and systems to improve performance and Customer Service
* Worked on DoD information purging and also Active Directory Management
* Event monitoring and ticketing and proprietary application support ● Provided support to Remote Desktop Protocol (RDP)

## Cox Communications Technical Support / Business Support

**Robert Half Technology - Las Vegas, NV October 2012 to June 2013**

Provided desktop support, networking, repair and installation of elaborate systems in diverse industries.

* Completed troubleshooting and repair when computers had problems and also performed network troubleshooting.
* Worked on bill management and database management ● Provided High call volume resolution via phone.

## Temp IT Support

**Caesar's Entertainment Inc. June 2012 to October 2012**

Diagnosing and fixing problems or potential problems with the network and its hardware, software and systems

* Installed and maintained company's computer systems and network.
* Assist with setup, configuration, and installation of devices, equipment, software, printers and other peripherals
* Worked on event set up and also on break down.
* Worked on multiple property support and also worked on active directory management

## Security Supervisor

**Interstate Security October 2010 to June 2012**

Experienced in CCTV management and also worked on gate access control

* Attend the guest and resident relations
* Observe and Report
* Supervisory Tasks

## Level 1 Technical Support

**Clear wire LLC Las Vegas NV - Las Vegas, NV February 2010 to October 2010**

Providing all facets of computer support such as installations, troubleshooting, computer maintenance and imaging and also hardware/ software troubleshooting ● Provided High call volume resolution via phone.

● Diagnosing and fixing problems or potential problems with the network and its hardware, software and systems

**US ARMY**

Soldier 19K (M1A1 Abrams tank crew member)

* Ability to make high stress decisions while staying focused on the current task
* Leadership and responsibility for myself and others
* Relations development between countries
* Heavy equipment operation at high speeds

# Education

## Bachelor's in Computer network systems

ITT Technical Institute-Henderson - Henderson, NV

January 2005 to June 2009

# Skills

* Windows XP/7/8/10
* Hardware/Software Repair
* Microsoft Office O365 admin/13/16/19
* Microsoft Active Directory 12/16/19
* Customer Service
* SCCM
* Call Handling High Volume
* Management 3 years
* AS400
* ConnectWise Manage/Automate
* A+/Net+/Sec+ Certified – ITAR Certified