Michael R. Miller

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| Experience | |
|  | 12/2018 – 08/2020 Insight Global Portland, OR  PC Refresh Technician / IT Asset Management   * I continued working on the PC Refresh project at Daimler Trucks North America; during which time, I completed the refresh of 546 PCs * I reduced, significantly, the amount of time necessary to perform a refresh through the use of high speed SSD hard drives for more rapid data backup/restore. * I worked through a list, contacting users to facilitate the return of unrecovered assets. * I processed returned systems, performing diagnostics, and some repairs, on systems that were to be transferred to a pool for use as replacements or loaners. * When our automated backup/restore solution began to malfunction, I created a process, and documentation, laying out how to manually back up the user’s important settings, and their data, in order to ensure a low-impact transition to their new system. * I assisted remote users with their refresh through the use of remote control software.   11/2018 – 12/2018 TEKSystems Portland, OR  PC Refresh Technician   * I worked on the PC Refresh project at Daimler Trucks North America   9/2018 – 11/2018 Robert Half Vancouver, WA  PC Deployment Technician   * Deployed 120 PCs and Laptops throughout the 3 week contract period.   6/2016 – 11/2018 Self Employed  10/2013-04/2016 HP Enterprise Services, LLC – At Con-Way Freight / XPO Logistics Portland, OR  Deskside Support / Field Services   * Support users in configuring their XPO-provided mobile phone, or tablet, to connect to corporate email services. * Utilize Active Directory tools to connect systems to the various domains, reset user passwords or unlock accounts. * Provide assistance to other technicians with questions regarding difficult issues. * Liaise with Managed Print Services, and other teams, to support local and network print devices. * Utilize remote control tools to more quickly resolve issues that don’t require an on-site technician. * Provide support to the Facilities team in troubleshooting issues with conference room equipment.   06/2012-10/2013 Advantage Technical Resourcing – At Con-Way Freight Portland, OR  Desktop Services   * Image and configure new PCs for users, either as replacements or for new-hires. * Reimage machines to upgrade users to Windows 7, or to repair a corrupted XP OS. * I was assigned to the Office 365 migration team to resolve issues relating to the Outlook client and Windows XP/7 operating system that might be preventing the user from accessing their mailbox in Exchange. * Configure printer hardware to connect to the network and relay the information to the AD team to set it up for use. * Conducted training for 4 technicians that were to be dispatched to various locations to provide support for the Office 365 migration at field sites.   04/2010-04/2012 Native Staffing for Atos – At Daimler Trucks North America Portland, OR  Desktop Support   * Support Windows XP Pro, Office 2003/2007, Lotus Notes and various issues relating to the users' Active Directory domain accounts. * Diagnose and performed hardware repair and upgrades to Dell and HP Laptops and Desktops and Lexmark Enterprise class printers. * Liaise with other departments to resolve issues that went beyond my level of system privilege. * Average closure of 100+ tickets per month over a 2 year period.   10/2008 – 01/2009 Gospel Ministries International McDonald, TN  IT Support   * Performed various services as necessary to ensure that all users were able to connect to the network and utilize network printing and internet services * Designed and built high performance workstation for production of content to be uploaded for broadcast on satellite network.   01/2008 – 10/2008 Fast Teks On-Site Computer Services Las Vegas, NV  Field Service / IT Technician   * Performed all manner of PC, both desktop and notebook, diagnostic and repair services to clients of Fast Teks in the Las Vegas area. * Built and serviced networks, both wired and wireless, as well as troubleshooting internet connectivity issues. * Performed data-recovery on hard drives for legal purposes and where drives were failing. * Tasked with servicing clients dispatched by Radiant Systems, a POS system provider. * Tasked with servicing clients dispatched by Convergant Systems relating to servicing in-store advertising equipment.   07/2007-01/2008 Elite Technical Services / Superior Technical Resources Seattle, WA / Las Vegas, NV  Dell/Gateway Service Technician   * Provided Next Business Day hardware replacement service to Unisys for Dell and Gateway contracts. * Serviced Desktops, Notebooks, and Tablets, replacing everything from Hard Drives and Optical Drives to LCD’s and Motherboards. * Maintained notes for each call, tracking mileage and time spent, and noting call resolution. * Continued troubleshooting to resolve issues that were not related to parts sent and liaised with support personnel in cases where the part shipped, did not resolve the issue. |
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| certifications | |
|  | * Microsoft Certified Professional / Desktop Support Technician * CompTIA A+ / Network + |

* References available upon request