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| **Louie, Mike** | 1300 Adams ave 8M  costa mesa, ca 92626  louiemikemichael@gmail.com  (714) 865-0272 | |
| **OBJECTIVE**  Certified IT Technician with 6+ years of experience in troubleshooting and configuring Windows-based technology.  **EDUCATION**  ITT Technical InstituteOrange, CA  **Bachelor of Science, IT – Data Communication Systems Technology Graduated: June 2013**  **Associate of Science, IT – Computer Network Systems Graduated: March 2011**  ***Software:*** Microsoft Office, Office 365 Admin, Windows XP, Vista 7, 8, 10 Operating Systems. Hyper-V, Microsoft InfoPath, QuickBooks, Antivirus software and DELL Advisor.  ***General:*** Problem Solving, Personal Impact, Leadership Abilities, Diagnosis and repair, appointment scheduling, warm and friendly telephone skills, typing 47 wpm and 10-key, managing change and maintaining flexibility in a variety of challenging environments.  ***English/Greek*:** Speak, read and write fluently.  **WORK EXPERIENCE**  Right Click Santa Ana, CA  **Consultant, Technician, Engineer**  10/2017- 3/2020   * SolarWinds, IT Glue, ConnectWise * Documentation * Software Engineering Process Management, Software Quality Testing * Human Computer Interface * Troubleshooting Network equipment-router, switch and firewalls * Coached newly hired IT specialists on advanced technical procedures * Encouraged timely and relevant upgrades for clients, products as necessary * Coached other help desk support agents on technical duties and managed hardware and software training on product catalog   Astro-Tek Aerospace Anaheim, CA  IT Manager – Document Control 09/2012-10/2017   * Cloud Management – Office 365 – Microsoft Azure * IP Phone Systems, Cisco – VoIP (Voice Over Internet Protocol) * Excellent knowledge/experience on Windows Authentication * Leading a team responsible for the tracking and monitoring of software viruses. | | ***IT/Network Systems & Skills:***  Experience with TCP-IP active directory user accounts and  permissions  Problem Solving  Hardware/Software troubleshooting and repair  Exchange Server  Network Security  Structured cabling experience with testing copper and fiber connections  Certified Windows 10  Data Analytics  Workforce Planning  8+ Years Customer Service  Highly Motivated,  Friendly people person  Problem Solving  Multitasking  Time Management  Teamwork  Hard Worker |