MICHAEL V. MANIQUIS

# 8400 EDINGER AVENUE #D204

# HUNTINGTON BEACH, CA 92647

**(650) 392-9549**

michael.maniquis@gmail.com

**EDUCATION:** AS in Computer Science

College of San Mateo

**HARDWARE:** IBM 4341, PC 286-Pentium, GEAC 8000/9000, IBM RS 6000, Dynix, HP Laserjet Printers, Okidata Dot Matrix, Printronix, PalmPilot, RJ-11, RJ-45 10/100 Base T, PCMCIA, Toshiba Satellite, IBM Thinkpad

**SOFTWARE:** MS Office 97/2000/XP , Pagemaker, Paradox, Pascal, COBOL, FORTRAN, Assembly Language, Volkswriter, Windows 3.1-7, Wordscan, OmniPage Pro 8.0, Cheyenne, Novell 3.12 & 4.11, Visio, Pick, UNIX, Lotus Approach, & TCP/IP

**EXPERIENCE:** **April 2013 – March 2020**

**United Airlines thru Decision1**

**800 S. Airport Blvd.**

**San Francisco, CA 94128**

**Customer Service Engineer**

* Deploy new desktop and laptop computers
* Used WET tools to transfer data and OS from WindowsXP to Windows 7 & Windows 10
* Troubleshoot any problems related to PC and printers.
* Assist any users with their questions/problems with the new OS

**April 1, 2004 – July 17, 2012**

**Ricoh USA**

**225 Bush Street, San Francisco, CA 94104**

**415.733.5600**

**On-Site Support**

* + - * Responsible for effective implementation and management of   
        Ricoh Service Excellence.
      * Functions as a document specialist or other operations worker.
      * Handles formal contact with the customer on a daily basis in IMS.
      * Provides training on workflow and machine operations when necessary.
      * Ensures payroll accuracy by overseeing and correcting all time clock punches. Achieves shift profitability in the area of cost of goods by effectively supervising the shift in the use of company materials and supplies.
      * Ensures the quality of operations for shift by assisting in the achievement of goals in Audit and Deadline compliance.
      * Meets quality and deadline standards by the effective use of job scheduling practices.

**July 15, 2001 – Aug 31, 2010**

**Newedge USA, LLC**

**220 Bush Street, San Francisco, CA 94104**

**415.733.3000**

**Systems Operator**

* Provided 1st level support and the primary point of escalation for intra-day problem resolution within the Systems Department
* Performed application and system administrative tasks
* Reported change request to Company’s change control desk
* Communicated with internal and external customers, Stock Exchanges, agencies and system and development staff regarding system issues

**May 2001 – July 2001**

**Zeiss Humphrey Systems (thru Wollborg Michelson Agency)**

**5160 Hacienda Drive, Dublin, CA 94568**

**A/P Clerk**

## Matched and audited invoices with POs to ensure prompt and proper payment using ASK Manman

## Input all invoices to the system for payment, maintained filing, and researched unpaid invoices.

## Processed/printed weekly check run for invoices

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**EXPERIENCE:** **May 2000 – April 2001**

**(continued) VISA**

**900 Metro Center Blvd., Foster City, CA 94404**

**Associate Technical Support Analyst**

## Provided 1st level support to staff in all regions for VisaNet products and services.

## Extensive communications with regional staff, problem analysis, and coordination with next level support groups.

## Performed problem analysis, acted as a liaison between regional staff and next level support staff to ensure that problems are accurately documented, that resolution is achieved in a timely manner and that service levels are met.

**April 1999 – April 2000**

**Excite@Home**

**Redwood City, CA**

**Technical Support Representative**

## Provided second level of technical support to @Home Network subscribers over the phone and via e-mail

* Educated @Home subscribers on how to use/configure the @Home Service/Software/Hardware
* Troubleshoot subscribers internet connection.
* Escalated problems that can't be solve to the appropriate department
* Informed the customer of any outages that affects their internet connection

**1997 – 1999**

**Tricor America, Inc.**

**717 Airport Blvd., South San Francisco, CA 94080**

**MIS Administrator**

## Administered and managed LANs/computer systems using Novell 4.11 & 3.12 and NT 4.0

* Provided user/technical support with our mini computer (Pick System), Windows 95/NT and Microsoft Office
* Handled all things related to telecommunications (PBX, phones, modems, Codex , CSU/DSU, ISDN, Ascend, Perle 833)
* Administered the e-mail system using Microsoft Outlook and Microsoft Exchange
* Provided corporate support for both desktops and laptops. Perform end user setups and software installations using Windows 95, Windows 98, Windows 2000 and NT
* Installed and repaired printers. Diagnosed and repaired hardware failures on desktops, laptops, and printers. Ensured timely response to end user technical support requests
* Performed daily system backup
* Configured systems to access mini computer and PeopleSoft databases. Assist ed remote users in accessing network

**1990-1997**

**Tricor America, Inc.**

**717 Airport Blvd., South San Francisco, CA 94080**

**Cost Control Analyst**

* Checked and approved all invoices pertaining to airlines and agents.
* Checked all daily manifest for accuracy.
* Served as the PC support person for the Cost Control Department.
* Handled all complicated forms and tasks that relate to MS Office 95/97

**1995-1998**

**ScanCenters of America**

**San Mateo, CA 94402**

**Night Supervisor**

* Supervised the night crew operations
* Scanned/OCRed different types of documents
* Edited/Reformatted documents

**References are available upon request.**