Michael Sliger

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Summary

Versatile IT Support Analyst/Help Desk Tech with 10 years of experience.

- Strong experience in both Windows (95 – 10) and Mac OS 8 –OS X

- Tier II/III help desk professional and handled 200+ tickets daily and 50 + phone calls

- Primary support of Google Apps/Gmail for 200 users in Lawrence Berkeley National Laboratory

- Experience in providing remote desktop support for an enterprise global end user environment

- Managed users in Active Directory and Exchange

- Experience in HEAT, Remedy and Zendesk ticketing systems and CRM software and Databases

- A+ Certified

### Technical Skills

**Software:** Windows XP/Vista/7/8/10, Mac OS 8 – OS X, Microsoft Office 03/07/13/365

**Hardware:** Workstations (Dell, HP, Acer, Asus); Server (Dell, HP); Printers (Dell, HP), T1, PBX, Blackberry, iOS, Android, Windows Phone

**Applications/Tools:** MS Office Suite, Remedy, Mcafee, Symantec, Google Apps, Quickbooks,

### Professional Experience

**Ultragenyx (contract) 4/2021 - current**

*Oracle E-Business Suite System Administrator*

* Oracle E-Business Suite Account Creation, Update and termination
* Record the results of the maintenance activities in service now
* Execute Installation, configuration changes and manage HST installation and configurations
* Schedule and Monitor ERP System activities
* Create, Review, approve, update, and retire System Design Documents, Configuration Specifications, and Test Scripts

**Hospice of the East Bay (contract) 8/2019 – 4/2020**

*Desktop Support level 2*

* Service Now Ticketing System supporting 500 users
* Cisco IP phones
* Office 2013 and 365 Support
* Data Migration, backup, new user setup
* Netsmart
* Active Directory, SCCM, Exchange
* Windows 7 to 10 migration
* 365 migration

**Cerus Corporation (contract, fill in) 6/2019 - 08/2019**

*Desktop Support level 2*

* Remedy Ticketting
* New user setup, existing user support, technical documentation
* Windows, Mac, printers

**Zoetis/Abaxis contract 1/2019 - 3/2019**

*Migration*

* Windows 7 to windows 10
* Data Migration, backup, asset management and new user setup
* Killdisk secure wipe

**Samuel Merrit/Sutter Health contract 9/2018 - 11/2018**

*Service Desk Engineer*

* Windows 10 and Mac OS X
* Hardware software support
* Data Migration, backup, asset management and new user setup
* Network support and troubleshooting

**Eagle Picher/Lithiumstart Contract 9/2017 - 02/2018**

*Desktop Support level 2*

* Servicenow ticketing system 1200+ users
* Office 2013 and 365 Support
* Data Migration, backup, new user setup new office setup, office layout planning
* Network support and troubleshooting
* Active Directory and Exchange

**Five9 Contract 7/2017 – 09/2017**

*Desktop Support level 2*

* Remedy Ticketing System supporting 500+ users
* Office 2013 and 365 Support
* Data Migration, backup, new user setup
* Winmagic, Bitlocker, Filevault Encryption
* Active Directory, Exchange

**Educational Testing Service 2/2017 - 06/2017**

*Desktop Support level 2*

* Service Now Ticketing System
* Windows, Mac, Chromebook, Linux
* Email, account management
* Public School System Testing Interface support

**Covered California 12/2015 – 12/2016**

*Desktop Support level 2*

* Service Now Ticketing System supporting 275 users
* Cisco phone deployment, service and management
* Office 2013 and 365 Support
* Data Migration, backup, new user setup
* Softphone, RightNow CRM
* Active Directory, SCCM, Exchange

**Land Home Financial Services** (contract) **04/2015 – 08/2015**

*Desktop Support*

* Zendesk
* Help Desk, Desktop Support, Depot Technician, Service Calls
* Hardware software desktop laptop tablet
* Office 2013 and 365 Support
* Data Migration and backup, new user setup
* Managed Active Directory accounts

**Thermo Fisher Scientific** (contract)  **09/2014 – 02/2015**

*Desktop Support level 2*

* 8-10 tickets a day.
* Altiris and Remedy
* Managed Active Directory accounts
* Dell and Mac Desktop and Laptop support
* Avaya Phone System support
* Managed Tape Backup
* iOS Support

**Genentech, Inc** (Contract). **03/2014 – 8/2014**

*Desktop Support*

* Supported a user base of 10,000
* Data Backup and Migration
* Setup and supported PCs, Macs, and peripheral equipment.
* Imaged PCs and Macs
* Network and Printing setup and troubleshooting
* System Reclamation secure wiping and inventory management
* Remedy Ticketing system

**Realogy** (contract) **08/2013 – 11/2013**

*IT Helpdesk level 2*

* 75+ Calls Per Day
* Managed Active Directory accounts
* Setup and supported network, email and printers on PCs and Macs
* Browser, Flash, and Java troubleshooting and support.
* Supported iOS, Android, Windows Phone and Blackberry handheld devices

**Tech Solutions Group 8/2012 - 02/2013**

#### *Desktop Support/IT Help Desk*

* Provided IT Support for 75+ users in 10+ Companies throughout the Bay area
* Provided remote assistance via RDP, VPN, Windows RDC.
* Supported iOS, Android, and blackberry devices
* Managed tickets with phone, email and remote assistance tools.
* Manage IT assets - Purchasing, Replacement, Maintenance.
* Main point of contact for break/fix and issue resolution
* Managed Users and accounts in Microsoft Exchange and Active Directory

**Team Effort International** (temp) **9/2010 – 11/2010**

*IT Help Desk*

* Provided first line of enterprise support to local end users via phone, Ticketing Systems and email.
* Tier II/III help desk professional and handled 200+ tickets daily and 50 + phone calls
* Experience in providing remote desktop support for an enterprise global end user environment
* Ensured customer satisfaction despite high demands.

**Lawrence Berkeley National Laboratory** (internship) **06/2010 – 09/2010**

*Desktop Support*

* Provided desk-side IT Support for 200+ users
* Primary support of Google Apps/Gmail for 200+ users
* Worked in an advanced environment with Scientists and Engineers, Supporting Windows and Mac OS of a wide variety of age.
* Installed and Maintained Servers, Networking Equipment and Printers

**AT&T Internet Services** (contract)  **3/2008 – 7/2008**

*Tier II help desk professional*

* Provided Support to DSL Customers via phone, Handling upwards of 100 Calls a Day
* Learned CRM and Remedy ticketing systems
* Experience in providing remote desktop support for a global end user environment of varied technological skill
* Provided excellent customer service throughout constant high demands.

**Blinc Computers 04/2006 – 1/2008**

*Computer Technician*

* Built, Repaired, Upgraded, Installed and Cleaned customer Computers.
* Ticketing, documenting work related activity.

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| Education **East Valley Education Center**, Oakdale, CA  High School Diploma 2004  **Diablo Valley College,** Pleasant Hill, CA  Courses in Networking, Business and Virtualization | Certifications Comptia A+ |

### References Available on Request