Michael Ferrer

M|F

IT Support Technician

Professional Profile

mvincentferrer@gmail.com

425.231.4235

Technical Skills

Goal-oriented and collaborative IT professional with experience applying hardware and software design, forensic recovery and investigation, and AV remediation. Experienced developer of system documentation policies to meet the needs of dynamic and continuously changing environments.

Education

**InsightVM Certified Administrator**

Insight/Nexpose – 2019

**Access Data FTK Certified**

AccessData – 2018

**Associate of Applied Science in Network Systems Administration**

ITT Tech - 2014

Experience

**IT Service Desk Tier 3 Lead Trainer / Support**

Fortive (2018-Present)

* Instruct and Educate all new hires in all aspects of Service Desk Support
* Tier III leadership support and escalation for lower-tier support systems groups
* Manage Azure / AWS virtual environments
* Manage and maintain the Windows 2008/2019 print servers.
* Windows/Unix Printer Administration
* Active Directory User Account Management
* System Imaging (SCCM)
* Oversee and monitor technician incidents, requests, escalations (QA)
* Service management experience utilizing ITIL

**IT Service Desk Trainer / Support**

Fluke (20014-2018)

* Provide High-Level Support for C-Level Management teams
* Oracle Administration and Troubleshooting
* Write/Maintain Knowledge base articles for End-users/Technicians
* Remediate all malware/ransomware/AV related issues.
* Provide Tier1/2 ServiceDesk support for Hardware, software, applications, updates, and troubleshooting
* Configure/Deploy onsite voice infrastructure
* Zebra Printer management and maintenance

Access Data FTK

InsightVM

Carbon Black Management

Nexpose

Kaspersky/Symantec/Trend AV

Virus Discovery / Removal

Network Configurations

Active Directory

Windows 7/8.1/10

Oracle Business Intelligence

Print Server Administration

Macintosh, Linux, and UNIX

Android/IOS Support

Expertise

Problem Solving

Detail Oriented

Communicating w/ Customers

Accountability

Improving Efficiency

System Automation

Business Systems

Risk Assessment

Resource Management

Document Management

Technical Skills