**Michael Westapher – IT Support Professional**

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**Profile**

With over 25 years of experience supporting a wide variety of computer technologies and users, I provide exceptional solutions and customer service to all computer users. I am a hardworking, self-motivated, goal-oriented team player that thrives in busy environments. I work well independently and with groups to help resolve problems and improve productivity.

Skills

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| --- | --- |
| Desktop Technologies and Services - Windows 7, Windows 8, Windows 10 administration  Mac OS X administration  Microsoft Active Directory & Azure Active Directory  Microsoft SCCM – Software Center Configuration Manager  Jamf  Symantec Endpoint Management Altiris  Full Disk Encryption (FDE) BitLocker and FileVault  Virtual Machines via Citrix, VMWare, Parallels, & Boot Camp.  Procurement and disposal of computer equipment & software.  Extensive troubleshooting experience.  IMAC - Install, Move, Add, & Change processes.  Remote Support Technologies - Remote management tools – Bomgar, Screen Connect, TeamViewer, Microsoft Remote Desktop, Apple Remote Desktop, & VNC  Email - Microsoft Exchange, Outlook Web Access (OWA), Microsoft Office 365, Lotus Notes, Google G Suite & Gmail.  Networking - TCP/IP, LAN, WAN & wireless networks. | Nagios, Helios, Checkpoint Endpoint Connect VPN, & Mersive Solstice  Cisco & Avaya VOIP phones, Zoom, Teams and Skype for Business SIP  iOS & Android phones, tablets, & internet connected devices.  MobileIron  Ticketing Systems - Proficient with Service Now, Fresh Service, HP Service Desk, & CRM.  Inventory asset management  Training - Curriculum development & instructor lead training experience  Software - Proficient with Microsoft Office – Outlook, SharePoint, Teams, Word, Excel, Outlook, & PowerPoint.  Proficient with Adobe Creative Cloud - Acrobat, Photoshop, Illustrator, InDesign, Lightroom, Bridge, & DreamWeaver.  Proficient with technical writing & knowledge base article creation. |

Professional Experience

[**Direct Marketing Solutions**](https://teamdms.com/) – **Help Desk Support Specialist** – Portland, OR (7/20-9/20)

Provide desktop support services to 300 employees, mostly working remotely.

Key Accomplishments: Generated several knowledgebase articles to document processes.

[**adidas**](http://www.adidas.com/) – **IT Business Consultant** – Portland, OR (2/19-3/20)

Manage and implement advanced technical solutions and workflows for Future business unit.

[**adidas**](http://www.adidas.com/) – **Tier 2 Desktop Support, Mac** – Portland, OR (4/18-1/19)

Provide tier 2 support for 800+ Macintosh computers across North America.

Perform training for new hires and existing employees.

Lead a variety of meetings on the topic of Macs in the environment.

Key Accomplishments: Developed and delivered Skype for Business training to over 100 employees.

[**Lion ReSources**](http://www.publicisgroupe.com/en) **– Sr. Desktop Support Analyst** – Portland, OR (10/12-12/17)

Provided sole onsite and remote support for over 100 employees for a large company.

Troubleshot and repaired computers, documented work via ticket tracking system, and maintained inventory records for all computer assets.

Responsible for all computer and software procurement as well as disposal of assets.

Key Accomplishments: Relocated office in February of 2017.

On boarded over 100 employees without missing any service level agreements (SLA).

[**Iridio**](https://www.rrdonnelley.com/) **– Sr. Technical Staff,** **Premedia** – Portland, OR (1/06-1/12)

Provided sole onsite support for 30 employees for a large company.

Key Accomplishments: Led project to create a new job and inventory tracking system.

Migrated site to one computing platform which extended the life of workstations.

[**Stream Global Services**](http://www.convergys.com/) **– Trainer and Instructional Designer** – Beaverton, OR (9/04-12/05)

Trained new hire employees.

Key Accomplishments: Successfully trained over 50 employees.

Developed training materials to cross train dozens of employees for greater utilization.

[**Stream Global Services**](http://www.convergys.com/) **– Sr. Support Services** **Representative** – Beaverton, OR (3/01-9/04)

Provided 2nd level support for technicians taking inbound support calls.

Key Accomplishments: Created and maintained inventory management system that tracked thousands of items.

[**Stream Global Services**](http://www.convergys.com/) **– Support Services Representative** – Beaverton, OR (8/99-3/01)

Provided 1st level of support for OEM computer manufacturer and large software company via the telephone and email.

Key Accomplishments: Resolved customer issues in an average time of 12.5 minutes.