**Michael McDonald**

3955 W Russell Rd, Unit 1B10, Las Vegas, NV 89118 (725) 216-6047, [michaelm@hfpinstitute.org](mailto:michaelm@hfpinstitute.org)

https://www.linkedin.com/in/michael-mcdonald-468b0822a/

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_* **Objective**

Hard-working and dedicated individual with a strong work ethic, seeking full time employment within your company in a position that can utilize my vast experience in technology, business and management.

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**KEY AREAS OF EXPERTISE**

**Leadership Management and Training Skills**

* Have over twenty years in the IT Profession, Have vast experience in almost all aspects of IT.
* Networking, Security, Servers, Computer Hardware/software, Cabling systems, Data storage, System management, Viruses and Computer optimization.
* Have Managed Various Projects and system/ software upgrades.
* Managed Various Call Center SLAs, Reports and Metrics.
* Have Managed Teams of Technicians to accomplish project tasks.

**Work Skills**

* Being able to adapt daily to any challenges that came up in an effective manner.
* Worked collaboratively with other coworkers on assigned tasks to ensure that they were carried out and accomplished.
* Maintained Servers for various small to medium businesses in the Las Vegas Valley.
* Provided various technical needs to businesses ranging from Personal mobile devices to servers.
* Computer hardware, Experience in Replacing any type of computer hardware, Upgrades, Laptops From complete Mother board swap outs to ram upgrades. Custom Built computers, Soldering, Re-flows.
* Broadband and Other Technologies; Have experience running Copper, Cat 6 Wireless Devices, Supporting Internet Service Providers, Satellite operations, Mobile devices, and supporting emerging new technologies.
* Coming up with Solutions/Devices to better man-kinds future.
* Salesforce Administration • Crystal Reports • RSI Phone Software •Telecommunication Technology Intermediate to expert level on all Microsoft Software • Server Administration • Electronics • Telematics • Bravio/ADT/Tyco/Sting Security Systems • Citrix Technologies • Zendesk, Spiceworks • Some Programming/ Web site Experience (HTML Java Jscript, SQL, Go-daddy WordPress/ Web development) • Intermedia • Familiar with Apple products • Wiring and Maintenance experience • Cisco Equipment • Hosted PBX VOIP Phone Servers.

**Customer Service Skills:**

* Highly skilled in providing a timely, efficient, and consistent customer service.
* Demonstrated ability to respond and resolve customer’s requests and concerns as they appear.
* Track record of providing information to customers about products and services that could be beneficial to their needs.
* Excellent ability to represent the business in a professional and positive manner.
* Received multiple Kudos from clients for excellence in troubleshooting and customer service.

**Soft Skills**

* Flexible
* Attention to detail
* Teamwork
* Goal oriented
* Willingness to learn
* Organized

**Career Path History**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position**

Wildland Fighter Type II Nevada Division Of Forestry, Pioche, NV 2020-2021

**Position**

Paralegal/Technology manager Craig Muller and Associates, Las Vegas, NV 2019-2020

**Position**

Systems Admin Progistics, Las Vegas, NV 2018-2019

**Position**

IT Manager Geotab, Las Vegas, NV 2016-2018

**Position**

Assistive Technology Manager Easter Seals, Las Vegas, NV 2016

**Position**

Sr. Technical System Analyst City of Las Vegas, Business Licensing/Planning, LV, NV 2015-2016

**Position**

IT Manager Strategic Telecom Solution, Las Vegas, NV 2012-2015

**Position**

Systems Admin/Engineer Explore Talent Call Center, Las Vegas, NV 2011-2012

**Position**

Lead IT Technician Harrah’s/Atos. Las Vegas, NV 2011

**Position**

IT Systems Admin Agilitec, Las Vegas, NV 2011

**Position**

IT Project lead Peak Systems Inc., Las Vegas, NV 2010-2011

**Position**

Sr Bench/Field Technician Computers Inc., Las Vegas, NV 2009-2011

**Position**

Tier II Technician Siemens/Planet Hollywood, Las Vegas, NV 2010

**Position**

Lead Field Tech Insite Technologies, Las Vegas, NV 2006-2009

**Position**

Senior IT Specialist Smart source, Las Vegas, NV 2007-2009

**Position**

IT Team lead Time Play Inc. , Las Vegas, NV 2007-2008

**Position** US Broadband, Las Vegas, NV 2003-2006

Cox Cable Contractor

**Position**

Dell Computer Technician II Client Logic, Las Vegas, NV 2001-2003

**Position**  Los Prados, Las Vegas, NV 1997- 2003

Bus Boy and Banquet Server

**Education/Certifications**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* University of Nevada Las Vegas Bachelor of Science - BS, -InProgress
* CSN Associate's Degree, IT With Networking Emphasis, AUTO, Electronics, Law
* Western High School High School, High Honors, Computers, Science, Auto
* A+, Network+, MCSE, Dell, SQL

References provided upon request