Michael Hansen

Las Vegas, NV 89107 [vegasmike222@gmail.com](mailto:vegasmike222@gmail.com)

(725) 221-4557

Desktop Support Technician with extensive experience in the IT industry. With Windham Professionals, Perini Building Company and Anthem Insurance where I have utilized my extensive Desktop Support skills. I have worked on several projects supporting initiatives for the Desktop Support rolls. A competent, skilled, self-motivated, and results-driven professional with broad experience. Strong record of achievement in providing the necessary supervisory background to ensure streamlined operations, significantly increased proficiency, and profitability. Complete multiple tasks both timely and effectively, Excellent Team Builder and Team Player. Excellent interpersonal communicating, listening, and negotiating skills. Establish and maintain rapport with all levels of personnel, management, executives, and clients. Proven background at high levels of leadership, team building, planning, organizing, and problem solving, all of which realized significant contributions to bottom-line results.

# Work Experience

## Application Support Analyst

**Informatics Corp/ Anthem- Las Vegas, NV**

December 2019 to June 2020

* Work on end users with Anthem Insurance Software Applications Solutions Central Application, Also Jarvis, and Robotics to launch Solution Central. Also support WDE phone systems software. We use
* Service-Now and Snow ticketing systems. Use Skype, Teams, and WebEx, Avaya 1X and Pulse VPN I
* only perform software support no hardware. Right now, I am only a contractor I work for an agency in
* Dulles VA. Support 500 users in Las Vegas office for Anthem Insurance. 6-month contract is over. Looking for new opportunity.

## DESKTOP SUPPORT TECHNICIAN

**WINDHAM PROFESSIONALS INC**

January 2012 to October 2019

* Administered company wide support to 350 users in Call Center environment Desktop Support I was the only IT staff on site.
* Restructured improved and repaired HP printers, and Dell notebooks and Desktop computers.
* Support end users on hardware, software, use MS Office Suite and work on issues pertaining to the operating systems.
* Performed network administration Check all switches and Hubs for faulty cabling.
* Installed and configured Windows 7, 10 and Windows XP professional, on computers and laptops.
* Trained two PC technician trainees on all computers and printers.
* Track user problems with Remedy call tracking software open ticket and input all related information close when completed.
* Resolve MS Office different software issues reinstall if necessary.
* Image all computers for deployment reimage corrupt computers
* Add users in Active Directory for end user administration
* work on add, moves, and changes

## COMPUTER DESKTOP SUPPORT TECHNICIAN

**PERINI BULIDING COMPANY**

April 2005 to December 2011

* Consulted with user to determine the appropriate resolution for their problems.
* Image all computers for deployment reimage corrupt computers
* Add users in Active Directory work on add, moves, and changes
* Responsible for ordering hardware and software to be installed and upgraded on users' computers. • Worked in Data and telecommunications closets supporting Hubs, switches, and cabling replace if necessary.
* Support and troubleshoot local networks based on Windows XP Pro, Win 7
* Support and maintain PC systems Windows XP Professional and Win 7 on new Dell Computers
* Repair laptops, Computers, and Printers.
* Filled in on the Helpdesk when they needed help Via Intel LANDesk.
* Trained and supervised new IT employees showed them how company procedure would work. After 3 weeks they would go on their own.
* Traveled to 6 company locations to trouble-shoot Software and Hardware problems.

# **Skills**

* Cert A+
* Network+
* Security+
* Windows 7,10
* Microsoft office 365 with Outlook 365
* Intel LANDesk Ticket and Remote Desktop Software
* VNC Remote Control Software and other remote-control software
* Use Bit locker Encryption
* ITT Technical Institute AS Degree
* Used Remedy ticketing software
* Used Service Now ticketing system