Michael A. Francesco II

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# Summary

* I am a long-time Information Services and Technology professional with experience in most disciplines in the field dating back to 1998, where I began my career providing technical support for Gateway Computers. I have an expansive knowledgebase in the areas of network design and implementation, network and systems administration, telecommunications, helpdesk / technical support, and technical process writing. In addition to this I have some working knowledge of basic web design (HTML, CSS, JavaScript), and rudimentary knowledge of Java, C++, and C#.
* I have some experience in the IT industry since moving to Portland, but I am in search of a more fulfilling and permanent position within the local Information Services and Technology or Telecommunications industries.
* My long-term goal is to hone my programming knowledge and progress into a more development-based position, such as Automation or Application Development or a security-type position like ethical hacking.
* I am very familiar with Windows environments, and moderately familiar with Mac environments. I am in the process of familiarizing myself with Kali Linux for security purposes (ethical hacking).

# Education

## Associate of Applied Science | Jan 2005 | Remington College (Houston, TX)

* Major: Computer Networking Systems Technology
* Overall GPA: 3.65
* Related coursework: Computer Fundamentals, Packaged Applications, Programming I, Networking Concepts, Computer Architecture, Networking Essentials, Network Implementation & Support, Enterprise Servers
* Awards: President's List (4.0 GPA) - 5 of 8 quarters

# Skills & Abilities

## Leadership

* I have trained and led many Technical Support and Managed IT Services teams in my various positions over the years, ranging from 3 to 32 members strong. In some of these positions I was responsible not only for leading the teams and being their guide for advanced troubleshooting, but also for setting their schedules, and for creating the technical processes they followed.
* I have been the technical lead for several projects over the years ranging from network infrastructure design to server virtualization to custom computer building and setup.

## Sales

* In many of my customer-facing positions, I have been tasked with making recommendations for upgraded products and services to customers based upon their needs and use, and following it through to completing the sale.
* I have experience with POS systems from both usage and support standpoints.

## Communication

* I have excellent written and oral communication skills.
* I easily build rapport with others and lead customer satisfaction survey results.

# Related Experience

## Service Desk Administrator | Convergence Networks Milwaukie, OR | 2018 - 2020

* Help desk position for a highly security-minded MSP supporting local hotels, medical sector businesses, government contractors, product manufacturers and fabricators, architectural firms, construction companies, and more.
* Kept all systems updated for various compliance requirements (HIPAA, NIST, PCI-DSS, FISMA).
* Inbound support phones and trouble tickets ranging from user account creation / disabling and workstation setups / software installations to urgent network or service down issues and everything in between. Responsible for all aspects of the network hardware, servers, and workstations. Escalated tickets as required for Network Administrator and/or vCIO approval before implementing infrastructure changes.

## Technical Support I | Convergys Corporation Wilsonville, OR | 2017-2018

* Phone-based technical support under contract for Microsoft Surface.
* Supported residential users under warranty or with paid out of warranty support only.

## Software Coordinator | Premiere Island Management Group Pensacola Beach, FL | 2015 - 2016

* Project-based position.
* Assisted developers with the design of and Led the internal configuration of a new Guest & Asset Management software being implemented by the management group, who manages a string of resort hotels, restaurants & boutiques, and beach house rentals in Pensacola Beach, Florida and the surrounding region.
* Acted as liaison between the software development team and the management group staff, communication the needs of the various properties and requesting certain features of the software be changed and designed to meet those needs.

## Network Administrator II | Network Communications of NW FL Pensacola, FL | 2014-2015

* MSP and ISP.
* Trained & led a team providing enterprise-level Managed IT services and Internet services for small businesses.
* Managed & maintained 50+ VMware vSphere servers (ESXi 4, 5, 6), and approximately 15 physical servers.
* Desktop, Laptop & Workstation maintenance, repair & upgrades.

## Senior Technical Advisor & iTunes Account Security Advisor | Apple, Inc. Pensacola, FL | 2011 - 2014

* Provided advanced technical support for both T1 Advisors and end users of iPhone, iPad, iPod Touch & iCloud services
* Provided phone support for Apple ID (iTunes Store, App Store, iCloud) accounts:
* Account Holder Identity Verification for security & privacy purposes
* Disabling and enabling of accounts
* Password & Security Information reset requests
* Accidental purchase refunds

## Junior Network Administrator | Michles & Booth, P.A. Pensacola, FL | 2012 - 2012

* Project-based position to virtualize the many physical servers used by the firm and consolidate them into a smaller physical platform. Also provided backup helpdesk services when the Senior Network Administrator needed assistance.