Michael Chilson
michael@michilson.com
503-544-8723

- Dedicated worker with a strong academic background in IT and personal experience with computer repair.
- Consistently recognized for troubleshooting skills used to rapidly resolve technical issues.
- Quick to learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.
- Experience with managing a team providing and maintaining deadlines, delegating and assigning tasks, and training new employees on procedures and best practices.

Education
Portland Community College, Portland, OR
Associates of Science, September 2011

Proficiencies
- **Operating Systems:** Windows XP-10, Windows Server 2012-2019, Linux-CentOS
- **Support Programs/Systems:** Asterisk, Digium Switchvox, Vmware Vsphere, Vmware Horizon, Dell/EMC Networker, Spiceworks, Lansweeper, Symantec Endpoint Protection

Work Experience
Graphic Products, Portland, OR
Helpdesk Supervisor, June 2019–Present
- Managed a mixed team of developers, system administrators, and help desk technicians
- Worked directly with C-level management to plan and execute projects presented to IT
- Interfaced with upper management of all departments to resolve conflicts and ensure swift resolution of technical support issues
- Interviewed and recommended new candidates
- Trained new hires on company software and policies
- Main point of escalation for all help desk issues
- Continued to manage all previous systems administrator responsibilities

Graphic Products, Portland, OR
Systems Administrator, March 2016–June 2019
- Managed and maintained server infrastructure through VMWare vcenter
- In charge of our Digium Switchvox telephone system
- In charge of our EMC Networker backup and archiving system
- Handled incoming level 2 and 3 support tickets
- Managed remote worker infrastructure in VMWare Horizon
- Managed our Starship shipping platform software
- Created, updated, and maintained our windows servers

Graphic Products, Portland, OR
Technical Support Specialist, January 2015–March 2016
- Handled incoming tickets through spiceworks
- Diagnosed and resolved user issues with computers and programs
- Created internal documentation for IT staff and users on programs/systems
- In charge of our Unitrends backup and archiving system
- Researched and arranged quotes for new systems and software
- Ran cabling and patched it in to the network

Graphic Products, Portland, OR
Customer Service Specialist, May 2012–January 2015.
- Provided phone support for customers to resolve technical issue with their Graphic Products printers
- Led a group of five team members in researching new leads and contacts for the company
- Scheduled payments and resolved invoicing issues in accounts receivable
- Facilitated bulk orders for international dealers
- Provided technical support to international dealers
- Made point person for difficult clients and orders

References

References available upon request