MS

MICHAEL SASIELA

SUMMARY

Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences.

SKILLS

- Active Directory
- Microsoft 365 Admin
- HTML5, CSS3, JavaScript, jQuery, Express.js, React.js, Node.js, Progressive Web Apps, Database Theory, MongoDB, MySQL, Git, Python, Java, C#, PHP and more.

EDUCATION

Coding Bootcamp Certificate • 2021 • Washington University in St. Louis McKelvey School of Engineering

Bachelor of Arts in Christian Ministry • 2014 • Missouri Baptist University

EXPERIENCE

IT SUPPORT • PREMIUM RETAIL SERVICES • OCT 2019 – CURRENT
- Resolves Help Desk Tickets in an effective and timely manner
- Communicates with coworkers to diagnose and resolve software and systems issues
- Maintains employee accounts and devices within Active Directory, Microsoft Office 365 Admin, Intune, and Azure AD
- Activates and maintains phone lines with ATT and Verizon for employees

OCULUS TRAINING OPERATIONS COORDINATOR • PREMIUM RETAIL SERVICES • OCT 2017 – PROMOTION
- Trains a National Team of Field Reps on new software and hardware updates
- Creates training documents/videos/eLearnings to keep field representatives informed on every aspect of their job
- Supports internal and external Client Team in all aspects of retail execution including internal meetings, client meetings, project set-up, client reports and follow up

NEST CLIENT ACCOUNT COORDINATOR• PREMIUM RETAIL SERVICES • APRIL 2017 – PROMOTION
- Coordinates client/team relationship including internal meetings, client meetings, project set-up, client reports and follow up
- Collaborates with team on all aspects of retail execution to build and maintain client/customer relationships

IT SUPPORT SPECIALIST • SYSTEMS ENHANCEMENT • SEPT 2016 • 2017
- Provides IT solutions for small businesses
- Resolves tickets for issues surrounding Microsoft Office, Google Suite, Networking, VOIP Phones, etc.
- Remotely monitors workstations for clients

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