

# Myles Landais

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## EXPERIENCE, Systems Support Analyst

2016-06 — 2021-09

- Provide resolutions to business incidents
- Provided technical support to all users contacting the help desk. Identify and troubleshoot as effectively and efficient as possible
- Created and maintained over 2000 users in Active Directory, Exchange, and AS/400 systems
- Deployed computers and printers as part of a refresh initiative, provide backup and restore of user profiles, as well as next day support

## , Campus Technology Support

2015-03-15 — 2016-05-03

<https://www.mankato.mnsu.edu/>

- Responded to IT trouble tickets onsite within various facilities throughout the campus including the gymnasium, sports facilities, lecture halls, library, and computer labs.
- Managed classroom and laboratory assets including system applications and system security
- Resolved tickets requiring many areas of troubleshooting, systems training, and repairs

## , Systems Support Analyst

2015-03-01 — 2016-05-15

- B507 is a group of creative student professionals. Working together to create the solution for your business needs
- Developed responsive websites with Zurb Foundation and JQuery with a focus on responsive design for mobile devices
- Provided recourse and development to an international team working with an agile environment
- Researched and Implementation of emerging technologies in our development environment

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## AWARDS Course 10997-D: Office 365 Administration and Troubleshooting, New Horizons Computer Learning Centers

2021-04-01

- Administer and troubleshoot directory synchronization and directory objects.

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## EDUCATION Minnesota State University, Mankato

2011-06-01 — 2016-01-01

Bachelor of Science - Software Development

## Minnesota State institutions

2015-06-01 — 2015-06-29

Boot Camp - Cybersecurity Skills Innovation

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## INTERESTS Reading [ *Science Fiction, Computer Science, Fantasy* ]