

Myles Landais

Contact

Email

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Website

About

Profiles

Github

[MylesLandais](#)

Linkedin

[myles-landais-6832a657](#)

Work

Nothern Tool & Equipment

May 2016 – Aug 2021

Systems Support Analyst

[northerntool.com](#)

Provide resolutions to business incidents

Highlights

- 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

Minnesota State University, Mankato

Mar 2015 – May
2016

Campus Technology Support

Highlights

- 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

Buro 507

Feb 2015 – May 2016

B507 is a group of creative student professionals. Working together to create the solution for your business needs

Highlights

- 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

Education

Minnesota State University, Mankato

May 2011 – Dec
2015

Software Development

mankato.mnsu.edu

Bachelor of Science

Awards

Course 10997-D: Office 365 Administration and Troubleshooting

Mar
2021

Awarded by New Horizons Computer Learning Centers

Administer and troubleshoot directory synchronization and directory objects.

Interests

Reading

Science Fiction

Computer Science

Fantasy