

Myles Landais

CONTACT

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PROFESSIONAL SKILLS SUMMARY

Programming Languages: Go, Powershell, Bash, Python3

System Administration: Debian Linux, Azure Active Directory Domain Services, IT Asset Management, Microsoft System Center Configuration Manager

Network Security: Burp Suite, Metasploit, NMAP, Wireshark

WORK EXPERIENCE

2016-06 TO 2021-09

Systems Support Analyst:

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

2015-03-15 TO 2016-05-03

Campus Technology Support:

- 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

2015-03-01 TO 2016-05-15

Software Developer:

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

EDUCATION

2011-06-01 TO 2016-01-01

Minnesota State University, Mankato

- Bachelor of Science: *Software Development*

2015-06-01 TO 2015-06-29

Minnesota State, I.T. Center of Excellence

- Boot Camp: *Cybersecurity Skills Innovation*

2015-06-01 TO 2015-06-29

New Horizons Computer Learning Centers

- Training: *Office 365 Administration and Troubleshooting*

AWARDS

AXELOS

2021-11-01

ITIL® 4 Foundation - IT Service Management Certification

- Completed IT Service Management course and certification