Michael Voshell

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Desktop Support Engineer

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| * Windows 10 Enterprise * Windows 7 to 10 Migration * Active Directory Domain Services * Microsoft Office 2007 -2013 & O365 * Remote Session Support | * WLAN, LAN, WiFi * CompTIA A+ Cert * Printer/Copier * Mobile Devices * Remedy Ticketing System |

**Desktop Support Center Engineer** Denver, Colorado

National Multiple Sclerosis Society August 2015 – October 2017

* Completed inbound tickets and triage of inbound calls for 1200 members nationally
* Onboarded and Offboarded members utilizing Active Directory and Microsoft Exchange
* Prepared and staged IT and telecommunication equipment for both in office and remote employees
* Created documentation as needed for policy and procedural purposes
* Completed migration of Windows 7 to 10 for over 1200 members

**Desktop Support Technician**Denver, Colorado

Clickfox April 2015 – June 2015

* Worked as sole desktop support representative in an office of 135 members including international remote employees
* Worked in depth with Microsoft Office 365 environment including some Sharepoint administrative duties
* Recognized a need and assisted in developing a plan to implement a SQL server to replace an antiquated spreadsheet system

**Desktop SupportTechnician**Denver, Colorado

Sage Hospitality January 2015 – March 2015

* Worked as a temporary support representative while primary representative was out on maternity leave
* Absorbed and applied wide breadth of procedural knowledge over a short duration while under guidance
* Applied knowledge in day to day faculty and function without extensive oversight
* Maintained professional and technical presence while also keeping a hospitality spirit as primary focus

**Desktop Support Technician** Englewood, Colorado

Catholic Health Initiative October 2013 – October 2014

* Tier I/Tier II Support for all staff troubleshooting software, hardware, and basic networking issues.
* Executed over 200+ machines for XP to 7 migration
* Unlock user accounts and create computer objects via Active Directory
* Create folders on file server, enable sharing, and map network drives via each workstation

**Education**

Araphoe Community College Littleton, Colorado

CompTIA A+ Obtained 2016