MICHAEL BOOK

Personable and Professional | 12 years of IT experience | Seeking New Opportunity in Software Development

EXPERIENCE

Jan 2017 - Present
Desktop Support Specialist · GlobalHealth · Oklahoma City, OK
- Development of Automation Tools using Python and Node over IIS
- Development of Service Desk Web Interfaces with HTML, CSS, and JS
- Tier 1 and Tier 2 service desk support including remote assistance
- Composition of IT department policies and procedures
- Advising on improvements to the SLA, ITIL standards, and IT infrastructure
- Configuration of badge printing, scanning, and eFax.
- Configure and maintain the Imaging server using WDS
- Compliance with HIPAA and GlobalHealth's confidentiality policies
- Installation and maintenance of anti-virus endpoints
- Maintain accounts on Active Directory, Azure, Office365

Oct 2015 - Apr 2016
Technical Specialist · Cox Communications · Oklahoma City, OK
- Worked in Cox's National Support Center for Businesses
- Verified connection integrity to DOCSIS 3.0 modems
- Updated DNS records
- Created domains and email accounts
- Assisted with static IP provisioning and setup, clearing ARP tables when necessary
- Provisioned equipment on customer accounts
- Balanced video services and sent box hits to malfunctioning cable TV equipment
- Reviewed contracts to verify account ownership and contracted services
- Issued credits and other billing adjustments to customers with unsatisfactory service
- Initiated calls to dispatchers nationwide in order to better serve businesses deemed essential, such as hospitals.

May 2011 - Jun 2015
Leadership Team Member · TeleNetwork · Austin, TX
- Mentored junior team members and educated customers
- Trained new employees and developed training material
- Performed troubleshooting for ISPs across the Northeast United States
- Provided approvals for escalations
- Setup LAN configurations based on customer requests
- Setup static IP network configurations
- Verified integrity of connections from NID to DSLAM to BRAS
- Exercised networking knowledge of TCP/IP, routing, firewalling, and network security
- Created and managed email accounts for consumers and small businesses

May 2008 - Aug 2010
Lead Technician · Borger Independent School District · Borger, TX
- Installed, maintained, and repaired desktop computers and peripherals, network setups at each campus, and classroom software
- Developed various batch scripts to simplify tasks
- Responsible for MDF and IDF maintenance
- Maintained switches to verify connection to all other rooms on each campus
- Virus prevention and detection
- Trained faculty in Microsoft Office 2007

EDUCATION

- Computer Science Classes at West Texas A&M University, Canyon TX, 2014
- Computer Programming Classes at Austin Community College, Austin TX, 2013
- Computer Science Classes at McMurry University, Abilene TX, 2010-2012
- Computer Forensics Classes at Frank Phillips College, 2008-2010

CONTACT INFO

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SKILLS

ADVANCED
- Windows XP thru Windows 10
- OSX, iOS, and Android
- Remote Assistance:
  - MSRA, LogMeIn, TeamViewer
- User Security and Configuration:
  - Active Directory, Azure
  - Office 365, Exchange, Teams
- Deploying and maintaining workstations, networks, labs, and other peripherals
- Network troubleshooting based on the TCP/IP protocol stack
- DNS, DHCP, VPN, FTP, VOIP, and other application layer protocols
- POP and IMAP setups

INTERMEDIATE
- Languages:
  - Python
  - JavaScript/NodeJS
  - HTLM, CSS/SASS
- Frameworks:
  - React (JS)
  - Flask (Python)
  - Express (Node)
  - Bootstrap, Bulma (CSS)
  - Material UI
- Linux Operating Systems
- Windows Server
- IIS
- Ticketing Systems:
  - Remedy, ServiceNow
  - SysAid, JIRA

WORKING PROFICIENCY
- SQL (sqlite3, MySQL)
- Java / Android
- NoSQL (MongoDB)
- Webpack
- PowerShell
- Git
- Bash