**Michael Compton**

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**Information Technology Professional**

Desktop Support professional with 7 years of IT Help Desk experience. Areas of expertise include end user support in all technology areas, including desktops, laptops and Local Area Network (LAN). Patient, conscientious, with strong interpersonal and time management [skills](http://greatresumeexample.com/resume-pros/separate-your-resume-with-soft-skills/).

**Relevant Experience**

*Hanger, Inc. Portland, OR Nov 2012 - Mar 2013*

**Desktop Support Specialist**

* Ranked #2 in annual ticket closures.
* Performed Windows 7 upgrade for 3 sites.
* Moved small division to new office location.
* Developed and implemented laptop recovery process.
* Worked with other departments on terminated user process.
* Break/fix support for HP desktops and laptops.
* Configured laptops and desktops for shipment.
* Replaced hardware at two companies that we acquired.
* Cleared backlog of Multi Function Devices installations.
* Push patches and updates via LANDesk and Tivoli.

*Hanger Orthopedic Group Phoenix, OR Mar 2007 – Nov 2012*

**Desktop Support Specialist**

* Served as the point of escalation for Southwest Regional management.
* Racked and stacked servers at the Data Center.
* Utilized Remedy ticketing system.
* Assisted with refresh deployments.
* Acted as onsite IT Manager for new division.
* Provided on site support for company acquisitions.
* Created technical documentation for IT staff and end users.

*Rees Scientific Bethesda, MD Dec 2006- Mar 2007*

**Field Engineer**

* Responsible for the installation and wiring of temperature probes in cryogenic tanks.
* Clients included NIH, NIST, and Aberdeen Proving Grounds.

*Robert Half Technology Washington, DC Oct 2006-Dec 2006*

**Contract worker**

* Racked network servers.
* Provided desktop support.

*Clark County, Nevada Las Vegas, NV July-2006 –Sep 2006*

**Desktop Support Technician**

* Prepared electronic voting machines for the election.
* Configured printers and desktops at remote locations.

*Siemens Business Systems Las Vegas, NV Oct 2005- April 2006*

**Systems Engineer & Team Lead**

* Installed hardware and software at locations nationwide.
* Trained end users on how to use the new equipment.
* Managed traveling team members to roll out new systems at new locations.
* Integrated new team members at new locations.

**Technology Certifications**

CompTia A+ (Hardware and Software) CompTia Networking+

Citrix Administration ITIL

**Education**

MCDST training

Citrix Administration training

ITIL training