**Michael Miller**

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| **IT Support Specialist** |

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| **Diagnostic Troubleshooting**  **Software Requirements**  **Quality Assurance**  **PC Migration & Deployment**  **Data Security**  **Cross-Team Collaboration**  **Ticketing Systems**  **Mobile Device Support**  **Customer Service**  **PC Support & Maintenance** | Analytical, highly adaptable professional with extensive experience enhancing IT operations across enterprise. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges. Track record of success developing, deploying and evaluating systems aimed at improving quality and efficiency.  Advanced expertise in mobile device support, helpdesk management, and integrated software applications. Skilled troubleshooter continually focused on identifying, isolating and resolving technical issues.  Motivated and driven, with the ability to make timely decisions under tight deadlines. Detail-oriented and able to thrive in an entrepreneurial and fast-paced environment.  Accomplished communicator skilled in building and strengthening relationships across functions to drive cohesive, strategic operations. |

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| **Career Progression** |

**ASM RESEARCH •**  Houston, TX 2014-Present

**System Engineer, Continuous Readiness in Information Security Program – Department of Veteran Affairs**

Identify IT related deficiencies based on scan and other IT assessments as part of gap analysis. Implement patches and corrective actions to mitigate security risks and vulnerabilities. Perform printer password setup and firmware upgrades. Maintain, analyze, and troubleshoot software and computer peripherals. Set up and configure all hardware.

* **Proactive Communication:** Collaborate with team members to ensure daily objectives are met. Provide daily and weekly reports to higher management, including site audits and critical vulnerability reports.
* **Efficiency Improvements:** Increased efficiency by writing Standard Operating Procedures (SOPs) for printer remediation. Designed a process to improve vulnerability remediation.

**GOODWIN HOUSE •** Alexandria, VA 2009-2014

**IT Support Technician**

Managed support for over 300 computer users with various hardware and software problems. Performed user creation in the Active Directory. Setup new images in Dell Kace to deploy down to new machines. Managed and resolved over 30 trouble tickets per week. Ensured all tickets requiring follow up work were resolved. Documented system support and maintenance processes. Tracked inventory of over 350 items. Deployed and provided support for employee mobile devices, including Blackberry, iPhone, Android, and Windows.

* **Client Service:** Delivered elite customer service to end-users through responsive interfacing, problem assessment, prompt determination of corrective actions, and comprehensive follow-up.
* **Printer Installation:** Configured new network printers. Reserved IP addresses on DHCP server and set up on the printer server. Provided support and troubleshooting.
* **Project Management:** Migrated all users from Windows XP to Windows 7, meeting the one-month timeline. Installed, updated, and configured Windows 2012 r2 servers in a Hyper V environment. Migrated date from Windows 2003 servers onto the new Windows 2012 r2 servers.

**AHC FOOD COMPANIES •** Cordova, TN 2007-2009

**PC Support Specialist**

Provided local and remote support for desktops, laptops, mobile devices, and printers for over 1,000 users. Imaged and deployed new systems to end users. Set up and supported video conferencing. Managed ownership of work tickets using

**AHC FOOD COMPANIES (Cont.)**

Front Range Management Software. Documented procedures applied to resolve user issues. Used GoToMeeting to troubleshoot remote user laptops. Captured and deployed operating system images via LAN Desk Server

* **Inventory Management:** Managed a hardware inventory database of over 850 items. Ensured software license compliance via LAN Desk Management Suite.

**NCR •** Memphis, TN 2006-2007

**Customer Engineer**

Oversaw onsite engineering support for retail and financial customers. Provided troubleshooting and maintenance for IBM and NCR point of sale (POS) equipment for major retailers. Collaborated with Level Two support to maintain back office Dell, IBM servers and Cisco routers. Facilitated on-site customer support for Dell PC and laptop warranty repairs for consumers and businesses. Provided engineering support for automated teller machines (ATMs) at major financial institutions.

**FLEXTRONICS •** Memphis, TN 2004-2006

**Repair Technician**

Managed component level analysis, evaluation, and repair. Directed laptop distribution to test technicians. Managed the repair activity database. Ensured functional test technicians had the proper test equipment. Worked with test equipment and software to ensure quality repairs.

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| **Technological Proficiencies** |

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| **Operating Systems / Software**: | Windows 7, 10, XP and 2000, Apple Mac OS X, Microsoft Office, Active Directory, Cisco and SonicWall VPN | |
| **Hardware**: | IOS, Android, Windows Phone, and Blackberry Mobile Support | |
| |  | | --- | | **Education & Training** | | |

UNIVERSITY OF ARKANSAS, Little Rock, AR

**Math, English, History Coursework**

**Microsoft Certified Professional**

**CompTIA A+, CompTIA Network +, CompTIA Security +**

**High School Diploma**