**Michael Miller**

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Houston Texas 77096

832-628-7540

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**Professional CERTIFICATIONS**

**Microsoft Certified Professional**

**COMPTIA A+**

**Network +**

**Security +**

**SOFTWARE PROFICIENCY**

MICROSOFT OFFICE, MICROSOFT WINDOWS XP, 7 and 8 , Blackberry Software

**CAREER PROGRESION**

**Asm Research July 2014 to Present**

Tier 2 End User Support Specialist

* Part of the Continuous Readiness In Information Security Program
* Install the necessary Security measures identified by Nessus Security scan
* Troubleshoot machines not receiving MS Patches and security updates
* Provide workstation, laptop, and printer hardware and software support/troubleshooting
* Maintain, analyze, and troubleshoot software and computer peripherals
* Ensure all open tickets requiring follow-up work and/or calls are resolved within 48 hours.
* Use SCCM for remote access
* Prepare Weekly/Monthly Activity and Patch Implementation Report

**Goodwin House Incorporated October 09 to July 2014**

It Support Technician

* Install/configure computer workstations
* Citrix support for wyse terminals and citrix receiver
* Assist Users with computer Hardware and software problems
* Install and troubleshoot Printers
* Used Desktop Authority Remote Management Tool
* Used Dell Kace Management Software for Ticketing, Inventory and Software Management and deployment.
* Used Dell Kace System Deployment Appliance
* Utilized Numara Help Desk and Assest Management Software
* Create new user accounts in active directory
* Create new user accounts for applications
* Assist Software installation and upgrades

**ACH Food Companies, Inc. September 07 to April 09**

PC Support Specialist

* Help to support Pc's and Printers for  1000 + users
* Utilize Lan Desk Desk Management Suite to keep track of Hardware inventory, software license compliance
* Utilize Lan Desk Remote tool to troubleshoot software and Hardware issues
* Utilize Lan Desk Server to capture and Deploy Images of operating systems
* Monitor and Manage work tickets with Front range Management software.
* Support Cisco video Conferencing.
* Support The Sap Wave One Roll out and Support Sap Training

**NCR November 06 to September 07**

Customer Engineer

* Provided onsite engineering support for NCR retail and financial customers
* Troubleshooting Maintaining IBM and NCR Point of sale equipment for Major Retailers
* Worked with Level Two support to maintain back office Dell, IBM servers and Cisco Routers
* Onsite customer support for Dell Pc and Laptop warranty repairs for consumers as well as businesses
* Provided engineering support for NCR Automated Teller Machines for Major Financial Institutions.
* Security Certified By NCR.
* Responsible for self management of Company Vehicle, Individual time keeping and Inventory of Personal Parts Kit.

**Flextronics – Memphis, TN August 04 to November 06**Escalation Repair Technician

* Oversaw and assisted thirty functional test technicians assuring they have the proper test equipment.
* Responsible for distributing laptops to test technicians.
* Responsible for expertly analyzing, evaluating and performing repairs down to component level.
* Disassemble and assemble new Laptop units and the recording of repair actions into the customer and repair facility database.
* Worked with test softwareto ensure the quality of the Repair.
* Interacted with engineering to make sure the test network runs efficiently