Michael Miller

5734 North Braeswood Blvd

Houston Texas 77096

**832-628-7540**

Technical Skills:

**Operating Systems / Software:** Windows 7, 10, XP and 2000, Apple Mac OS X, Microsoft Office, Active Directory, Cisco and SonicWall VPN

**Phones:** Apple, Android, Windows Phone, and Blackberry Mobile Support

EDUCATION & TRAINING:

* MICROSOFT CERTIFIED PROFESSIONAL
* COMPTIA A+, COMPTIA NETWORK +, COMPTIA SECURITY+

Professional Experience:

Department of Veteran Affairs (through ASM Research) - Houston, TX Aug 2014 - Present

IT Support Specialist Tier 2

Continuous Readiness in Information Security Program

* 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. Remediation for vulnerabilities on a large-scale enterprise level environment supporting over 20,000 computers.
* **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.
* Consultant team member assigned to a National security project to mitigate IT security risks
* Researched vulnerability issues with product (Vendor) support, Project team members and System Administrators, then, tested and verified the results to assist with the development solutions to meet CRISP project requirements.
* Evaluated remediation results with Team members and documented/logged results into Excel spreadsheets
* Collaborated with Regional and Local (facility) VA Administration-Management to development methods for solutions for security vulnerabilities in order to meet the guidelines and baselines outlined by the Project.
* Utilized Vendor” product tools, (VA) scripting methods and network protocols to deploy software & firmware and to install updates (patches) to remediate threats.

Goodwin House- Alexandria, VA Oct 2009 – July 2014

IT Support Engineer

* 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 Sept 2007 -April 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
* 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 Nov 2006- Aug 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 2 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 Aug 2004 -Oct 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
* Delivered elite customer service to Apple Customers through responsive interfacing, problem assessment, prompt determination of corrective actions.