Michael Miller

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| PROFESSIONAL CERTIFICATIONS | |
|  | * Microsoft Certified Professional, COMPTIA A+, Network +, Security + |
| **Skills** | |
|  | * Microsoft Office * Microsoft Windows XP, 2000, Apple MAC OS X, * Blackberry Software * Hardware/software installation * Diagnostic Troubleshooting * PC Migration and Deployment |
| **Experience** | |

**Asm Research., Houston, Tx** August 2014 - Present

*Tier II IT Specialist-* Part of the Continuous Readiness in Information Security Program for the Department of Veteran Affairs. As part of the team I work to help Identify any IT Related Deficiencies based on Scan or other IT assessment as part of gap analysis**.** Implement Patches and Implement Corrective Actions Needed to mitigate security risks and Vulnerabilities.

* Keep constant communication with team members to ensure that the daily objectives are being met successfully and effectively. Provide daily/weekly reports to higher management to inform them of completed objectives within the region and areas of responsibilities to include but not limited to: site audits, critical vulnerability reports, and continuous site assessment reports
* Provide Support Windows 7 and XP OS
* Printer passwords setup, Firmware upgrades, SNMP configured with custom name (not Public)
* Provide Phone support to end users
* Communicate with site staff to validate existing machines
* Remediate last of select VA baseline applications to meet highest possible approved security compliance.
* Maintain, analyze, and troubleshoot software and computer peripherals, Set up and configure all hardware
* Ensure all tickets requiring follow-up work and/or calls are resolved.
* Provide technical support to end users view telephone.
* Provide technical and security support services as necessary to address hands-on vulnerability remediation requirements.
* Documenting system support and maintenance processes for reference.
* Document all steps in CA Ticketing System

**Goodwin House., Alexandria, Va** Oct 2009- July 2014

IT Support Technician – Supported over 300 computer users with various hardware and software problems. Responsible for installation and configuration management of computer workstations. I was responsible for user creation in the Active Directory, and printer installation and troubleshooting. Provided support for Windows XP, Windows 7, Office 2003 and Office 2010.

* Setup and configure all hardware and software.
* Deployed and support for employee Blackberry’s, iPhones, Androids, and Windows Mobile Devices.
* Managed and resolved over 30 trouble tickets per week using Numara Help Desk Solutions.
* Track 350+ in inventory using Numara Asset Management Software.
* Solved 15 computer issues per week in person and remotely using Desktop Authority remote management tools.
* Ensure all tickets requiring follow-up work and/or calls are resolved.
* Documenting system support and maintenance processes for reference.

**ACH food Companies., Cordova, Tn** Sept 2007 – April 2009

PC Support Specialist – Provided local and remote support for desktops, laptops, mobile devices, and printers for 1000 + users. Responsible for LAN maintenance, Cisco video conference support, and new user creation in the active directory.

* Assisted in the launch of SAP Wave One rollout and provided support for follow-on SAP training.
* Managed a Hardware inventory database of over 850 items and ensured software license compliance via LAN Desk Management Suite.
* Managed ownership work tickets via Front Range Management Software.
* Captured and deployed operating system images via LAN Desk Server.
* Utilized GotoMeeting to troubleshoot remote user laptops
* Deployed and Supported Blackberry
* Documenting system support and maintenance processes for reference.

**NCR.,Memphis, TN** Nov 2006-Sept 2007

Customer Engineer – Responsible for onsite engineering support for NCR retail and financial customers. Provid trouble shooting and maintenance for IBM and NCR Point of Sale equipment for major retailers. Responsible for self-management of company vehicle, individual time keeping and inventory of the personal parts kit.

* Worked with Level Two support to maintain back office Dell, IBM servers and Cisco Routers.
* Provided 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.

**Flextronics, Memphis Tn** Aug 2004 – Nov 2006

Escalation Repair Technician – Responsible for component level analysis, evaluation, and repair, laptop distribution to test technicians, Laptop disassembly and assembly, and repair activity database management.

* Oversaw and assisted thirty functional test technicians ensuring they have the proper test equipment.
* Worked with test equipment and software to ensure the quality of the repair.
* Interacted with engineering to make sure the test network runs efficiently

**Aerotek**

Diagnostic/Repair Technician Sept 2003-Aug 2004

* Expertly Analyzed Faulty Dell and IBM Laptops and repaired the laptops down to component level.
* Worked with test equipment and software to ensure consistent and rigorous repair quality.
* Tracked repair activity using an Oracle database.