Michael Evan Bertoni

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Information Technology Professional

Committed to maximizing technological performance, operations and reliability

Team Leadership and Development	Client Relationship Building	Solutions Analysis/Implementation
Web Design/Development	Quality Assurance/Quality Control	

Education and Credentials

Bachelor of Science Degree majoring in Information Technology

Western Governors University – Salt Lake City, Utah   Graduated November 2014

Technical Proficiencies and Certifications:

Operating Systems:	Windows, MacOS, Linux
Hardware Service Technician:	Apple, IBM, HP, Lexmark, Toshiba
Applications:	Microsoft Office Suite, Oracle PL/SQL, Apache
CompTIA:	A+, Network+, i-Net+, Project+, Security+, Linux+
ProSoft (CIW):	Certified Site Designer, Database Design Specialist, Javascript Specialist
Microsoft:	Microsoft Certified Professional

PROFESSIONAL EXPERIENCE

Desktop Support Engineer   2017
Banner Health/AP Professionals   Fort Collins, Colorado
- Imaged and deployed Windows 7 systems as part of a refresh project

Network Analyst   2016
Stratus Information Systems   Fort Collins, Colorado
- Implement Window 10 upgrade to client computers and provide customer service
- Resolve network issues with Exchange and file servers
- Build, configure and maintain client servers

Technical Consultant   2012-2014
University of Colorado Health North   Loveland, Colorado
- Provided expert-level technical support to physicians and staff at Colorado and Wyoming medical clinics; proactively identified, troubleshot, diagnosed, and effectively resolved complex technical conflicts
- Recognized as a subject matter expert by physicians and staff and provided strategic guidance/services
- Developed and implemented comprehensive technical service plans to expedite the resolution process

Test Engineer   2008-2009
National Technical Systems   Culver City, California
- Conducted quality control testing for the software development group at Hewlett-Packard in Ft. Collins

- Tested Remote Graphics Software/RGS on a variety of platforms, including Debian, RHEL 4.7/5.3, XPe, Windows XP 32/64, Windows Vista, Windows 7, VMWare, HP Linux Embedded, and USB Equipment
- Maintained VMWare Server and tested Remote Graphics Software on a variety of hardware platforms

Desktop Support Technician   2008
Comsys   Greenwood Village, Colorado
- Provided high-level desktop support for Dell and Apple systems for the Starz! Entertainment Group
- Apple System Administrator during company approved FMLA leave
- Desktop support for Windows technicians during company approved FMLA leaves

Desktop Support Technician   2006-2007
SmartSource, Inc.   Phoenix, Arizona
- Deployed and configured Dell or Apple desktops for a new fitness center
- Provided high-level desktop support for Dell systems as the on-site IS technician for a major construction firm

Web Specialist and eCommerce Website Webmaster   2001-2003
Blackboard, Inc.   Phoenix, Arizona
- Designed, deployed, and administered eCommerce websites as the webmaster for Blackboard's online card office project and administered ClearCommerce on Apache 1.3 and Red Hat Linux and Windows NT
- Worked closely with colleagues and universities across the US to resolve site design and operational issues
- Successfully led the online card office project from 23 active sites to 108 and recipient of the company's *Find the Good and Praise It* award for customer service and exceptional contributions

Previous Experience Includes: Freelance IT Technician to small businesses and homeowners, System Administrator for SHR Perceptual Management, Authorized Apple Product Representative, Hardware Repair Technician at IKON Technology Services and MicroAge