

Michael McPhaul

SUMMARY

- Accomplished I.T. Professional with experienced in Level I, Level II, Level III Desktop Support.
- The strengths I bring are support, patience, versatility, adaptability, and creative thinking to resolve issues.
- I will take ownership of an issue and follow it to make sure the issue is resolved.
- Support the new employee to the chief executives, Novice user to more seasoned user with the same attention, respect, courteous and patient service to resolve issues.
- Working in this field supporting end users, assisting in whatever capacity needed, is a job I really enjoy.
- My main concern is to resolve issues as quickly as possible to minimize end users downtime and provide tools to the users to increase productivity.

EDUCATION

New Horizons Computer Learning Center:

Supporting and Administering Windows 95

Supporting TCP-IP

Domain Administration of Windows NT 351 and NT 4

MCSE Certification

Supporting Windows 2000 / Server 2000

Supporting Active Directory / MCSE (More)

Supporting Windows XP, 7, 8, 10

Server 2003 / Active Directory

Administration and Support of;

Office 365

Server 2012 / Active Directory

PROFESSIONAL EXPERIENCE

October 2001 – April 2017

Senior Helpdesk Technician

Aetna/ Atos

- I was responsible for Level I, Level II and Level III support.
- Basic Support, Password resets, basic how to questions and simple maintenance with network files, Outlook emails and hard disk file cleanup.
- Rebuilding Profiles on local machine
- Hardware rebuilds Software installs and reinstalls as well as advanced software support and troubleshooting.
- Education and training.
- Documentation and slide shows for processes and procedures to reduce downtime and increase productivity.

- Domain Administration, Active Directory, creating accounts, setting security permissions creating network share folders and providing permissions to the shares. Running backups, setting up scheduling automatic server and local machine backups.
- Ordering hardware, building Workstations, supporting hardware support.
- Building Servers, configuring Active Directory.
- Setting up and configuring DHCP, RAS VPN Access. Administration and Support of Office 365 Server 2012 / Active Directory