

Michael Prykowski

IT Systems Specialist, Zog, Inc.

Huntingdon Valley, PA - Email me on Indeed: [indeed.com/r/Michael-Prykowski/3f6e7eee03477482](https://www.indeed.com/r/Michael-Prykowski/3f6e7eee03477482)

Authorized to work in the US for any employer

WORK EXPERIENCE

Field Engineer

Penn Systems Group, Inc. - Edgemont, PA - April 2016 to Present

Responsibilities

- Implement technical knowledge of networks, hardware, malware, and software systems in a manner which rectifies errors, servicing demands, and utilization thereof for standard (non-IT) users.
- Provide a blend of Tier 1-3 support for roughly 38 clients in various industries in remote and local settings.
- Utilize customer service skills while assisting, guiding, teaching, and troubleshooting computer issues to over 38 fully and partially managed clients across the Eastern US.
- Coordinate and exercise teamwork skills with fellow service desk technicians, systems administrators, and network engineers throughout all sectors of the troubleshooting, deployment, and upgrading computers, servers, network equipment, software, virtual systems, and mobile devices.

IT Systems Specialist

Zog, Inc - Montgomeryville, PA - July 2015 to April 2016

Responsibilities

- Implement technical knowledge of networks, hardware, malware, and software systems in a manner in which rectifies errors, servicing demands, and utilization thereof for standard (non-IT) users.
- Provide a blend of Tier 1-3 support for roughly 45 clients in various industries in remote and local settings.
- Utilize customer service skills while assisting, guiding, teaching, and troubleshooting computer issues to over 45 fully and partially managed clients across the Eastern US.
- Coordinate and exercise teamwork skills with fellow service desk technicians, systems administrators, and network engineers throughout all sectors of the troubleshooting, deployment, and upgrading computers, servers, network equipment, software, virtual systems, and mobile devices.

IT Systems Technician

La Salle University, Information Technology Department - Philadelphia, PA - November 2013 to July 2015

End User Support) November 2013 - Present

- Implement knowledge of networks, hardware, malware, and software systems in a manner in which rectifies errors, servicing demands, and usability.
- Utilize customer service skills in assisting, guiding, and troubleshooting computer issues of faculty members, staff, personnel, students, and third party service companies.
- Coordinate and exercise teamwork skills throughout the La Salle University Information Technology Department throughout all sectors of the troubleshooting, deployment, and upgrading computers and other technological devices.

Special Education Assistant

North Penn School District, Pennbrook Middle School - Lansdale, PA - March 2013 to November 2013

March - November 2013

- Exercised the implementation of interventions, behavior management strategies, accommodations, data/behavior tracking, and task completion demands.
- Enhanced behavior management skills involving prevention and de-escalation of emotional outbursts in students.
- Utilized communication and teamwork skills while collaborating with case manager, administrators, co-teachers, related services staff, and behavior specialist.
- Implemented rapid adaptability to sudden schedule/behavior changes, and contained sudden behavioral crises.

Assistant Head Counselor of Special Needs Division (K - 8th Grades)

YMCA of Philadelphia and Vicinity - Ambler, PA - June 2013 to August 2013

Ambler, PA 19002

Head Counselor, Pathfinder Division (4 - 6 Grades)

Summer 2013 Assistant Head Counselor of Special Needs Division (K - 8th Grades)

- Implemented age-appropriate classroom management techniques.
- Created age appropriate and exciting games to promote education, teamwork, empathy, and fitness.
- Enforced and exercise child safety and security protocols.
- Coordinated problem solving amongst team members and other group leaders that involve decision making, crisis handling, and logistical situations.

Permanent Assistant Substitute

North Penn School District - Lansdale, PA - October 2012 to February 2013

K-12, District-wide) October 2012 - February 2013

- Utilized special education skills in a multitude of special education assistant roles including physical, emotional/behavioral, multiple disabilities, autism, and one-on-one support settings in addition to English Language Learners (ELL) situations.
 - Exercised and enhanced classroom management skills throughout all levels and variations of academic and support positions.
 - Effectively implemented all protocols and procedures for each classroom and school at all times.
- 215-738-6281
- Analyze, interpret, and deliver instruction/support in accordance with lesson plans and staff schedules.
 - Utilized rapid adaptability to sudden schedule changes.
 - Utilized and exercised special education skills involving problematic behavior, data tracking, Specially Designed Instruction (SDIs), maintained confidentiality, and task completion.

Per Diem Substitute Teacher (K-12)

North Penn School District - Lansdale, PA - September 2012 to October 2012

Exercised and enhanced classroom management skills throughout all levels and variations of school.

- Effectively implemented and managed all protocols and procedures for each classroom and school.
- Analyzed, interpreted, and delivered instruction in accordance with lesson plans.
- Utilized and exercised special education skills involving problematic behavior, data tracking, SDIs, and task completion.
- Utilized rapid adaptability to sudden schedule changes.

- Effectively substituted for all academic positions ranging from Kindergarten through Twelfth Grade classroom teachers, and also all support staff positions including learning support, autistic support, Personal Care Assistant (PCAs), emotional/behavioral support, and ELL support positions.

Tutor

Academic Resource Center, Gwynedd-Mercy University - Gwynedd Valley, PA - February 2011 to June 2012

Provided individual academic instruction in areas including history, Praxis exams, and APA format.

- Enhanced problem solving skills through content instruction in history and related fields.
- Promoted understanding through brainstorming, clarification, review, and organization.

Student Teacher

Penn View Christian School - Souderton, PA - February 2012 to May 2012

Developed and implemented lessons for American and World history.

- Strengthened and implemented classroom management skills involving tardiness and disruptions
- Utilized differentiated instruction methods in lesson plans, such as accommodations for individuals with special needs, and variations for individuals with multiple intelligences.

Other Professional Experience

Various - 2011 to January 2011

- Special Education Assistant (Temporary Assignment), Wissahickon School District, Lower Gwynedd, PA, January 2011
- Bookseller, Follet, Gwynedd-Mercy College Bookstore, June 2009 - August 2010
- Bookseller, Borders Inc., October 2007 - December 2008
- Bookseller, Barnes and Noble Textbooks, Montgomery County Community College, September 2008-June 2009
- Assistant Medical Officer/Commissioner, Camp Hart, Boy Scouts of America, Summer 2007
- Troop 51 Assistant Scoutmaster, Boy Scouts of America in Hatfield, PA, Summer 2004 - Present
- Volunteer Historical Interpreter, Valley Forge National Historic Park, Fall 2010

EDUCATION

Master of Science in Education, Social Studies (6-12), Middle School Science (6-9), Special Education (PreK-12)

Gwynedd-Mercy University - Gwynedd Valley, PA
2014

Bachelor of Arts in History, minor Psychology, Cum Laude

Gwynedd-Mercy University - Gwynedd Valley, PA
2011

SKILLS

Active Directory; Windows 10, 7, 8, 8.1, XP; Microsoft Office 2010/2013/2016/365; virus/malware removal; iPhone and iPad iOS, Android OS, Apple and PC hardware troubleshooting, software installation, configuration, and troubleshooting, network infrastructure troubleshooting/configuration, multimedia

hardware configuration, hardware repair, leadership, interpersonal skills, public speaking skills, analytical and critical-thinking ability, teamwork, customer service, research skills, self motivated, strong work ethic.

CERTIFICATIONS

Currently preparing for CompTIA A+ and Microsoft MTA certifications.

PA Certified Teacher in Social Studies 6-12, Special Education PreK-12, and Middle School Science 6-9