Mikal J. Bright

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SOFTWARE ENGINEER | Sr. SYSTEMS ENGINEER | AZURE CLOUD ENGINEER | COMPUTER HARDWARE ENGINEER | DRONE PILOT

Hi, I'm Mikal Bright. I am a highly service-driven and determined technological professional with more than 12+ years of diverse experience, from custom building and managing computers and servers to managing, setting up, and building websites. In addition, I have proven capabilities in improving corporate productivity by developing and implementing strategies that foster amazing operating synergies and facilitate lasting and productive change.

CORE COMPETENCIES

- Windows Server OS & Hardware Management
- Cisco Meraki Network Setup and Management
- VMWare setup and Management
- Azure Cloud Setup and Management
- Kaseya VSA Management
- ITGlue Management
- Rubrik Recovery Management
- Azure Virtual Desktop Management
- Microsoft Office 365 Admin Setup and Management
- Data Center Management
- Thycotic Setup and Management
- Intune Setup and Management

KEY ACCOMPLISHMENT

- **Managed Technology Migration:** Seamlessly converted our corporate office for a leading Architecture Firm from solely in-office to 100% remote within six months without incident.

PROFESSIONAL EXPERIENCE

Sr. System Manager – Paradies Lagardere
June 2022 – Present
As a Lead System Engineer, you will be responsible for resolving critical production issues, managing work streams to enhance ITIL capabilities in IT, come up with strategies on advancing problem management, implementing new technologies and innovative solutions, mentoring and overseeing engineers and working on complex company wide projects. You will prepare architectural diagram, data flow, solution proposals and presentations, as well as responses to product questions, providing consultation and training to internal teams.

- Microsoft-related technologies: Azure Cloud, Windows server roles, Office 365, SQL, etc.
- Remote access solution support: Microsoft AlwaysOnVPN and Remote Desktop Services
- Remote monitoring and management of system alerts and notifications (PRTG, BigFix, and Kaseya)
- Enterprise Deployments: System deployments allow for redundancy between data centers.
- Disaster Recovery and Business continuity
- Problem-solving and troubleshooting
- VMware Management

Sr. System Manager– tvsdesign
April 2019 – Present
Enthusiastic team player managing help desk employees. Daily responsibilities include building out, maintaining, and troubleshooting our technical infrastructure, including but limited to; hardware and software from Cisco, Microsoft, Azure, VMWare, Netapp, Dell, Apple, Zoom, Autodesk Suite, Bluebeam, Newforma, Adobe Creative Cloud, Okta, and Workday. I demonstrate superb technical competency, delivering mission-critical infrastructure and ensuring the highest availability of hardware, performance, and security levels.

- **Managing and monitoring all installed systems and infrastructure**
- **Installing, configuring, testing, and maintaining operating systems, application software, and system management tools**
- **Ensuring the highest systems and infrastructure availability levels includes troubleshooting VMWare, Meraki, Sophos, Office 365, Microsoft Defender, Autodesk Suite, and Adobe Creative Cloud apps.**
- **Proven working experience in installing, configuring, and troubleshooting Microsoft-based environments.**
- ***Assisted Marketing with website changes using HTML and CSS.***

Lead Support Engineer- Castles Technologies
September 2018 – April 2019
Technical Support Engineer responsibilities include resolving network issues, configuring operating systems, and using remote desktop connections to provide immediate support. In addition, I used email and chat applications to deliver clients quick answers to their problems. For more complex issues that require more direct customer instructions, I was allowed to contact clients directly via phone or in-person to provide clear, written instructions and technical manuals.

- **Work with a team of software & QA engineers and project managers to understand end-user needs, requirements, specifications, and technical design documents to provide timely and meaningful feedback and maintain an effective testing process.**
- **Using Linux to troubleshoot the application connection.**
- **Uploading and tracking device connection using SQL.**
- **Tracking application version using GIT.**
- **Testing and integrating new hardware and setup changes.**
- **Estimate, prioritize, plan, and coordinate development activities with the team lead or project manager.**

IT Helpdesk Engineer (contract)- *Agile Resources*
April 2018 – July 2018
Provides direct support and maintenance to all company employees. Takes charge and resolves multiple issues, including analyzing requirements, hardware installation, and configuring and software solutions. Acts as liaison in addressing administration and internal support of the company and client's PCs, printers, servers, phones, software, and related equipment in compliance with company standards.

- **Maximizes end-user satisfaction by identifying and resolving problems; monitors and responds quickly and effectively to requests received through IT software.**
- **Utilizes strong analytical and problem-solving skills to assist employees with complex technological issues.**
- **SharePoint and CRM Administration**

Jr. System Administrator- *First Investors Financial Services*
October 2015 – April 2018
Provides direct support and maintenance on behalf of its client base. Spearheaded multiple issues, including analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT helpdesk priorities. Acts as liaison in addressing administration and internal support of the company and client's PCs, printers, servers, company phones, and related equipment in compliance with company standards.

- **Serves as a technical expert in modifying configurations, utilities, and software default settings and troubleshooting Local Area Networks (LAN), Wide Area Networks (WAN), VPN, and other systems.**
- **Active Directory, Exchange, Symantec Encryption, SharePoint Administration.**
- **HP Thin Client Management.**
- **Assisted Marketing with website changes using HTML and CSS.**
- **Maximizes end-user satisfaction by identifying and resolving problems; monitors and responds quickly and effectively to requests received through IT.**
- **Utilizes strong analytical and problem-solving skills to assist in requirement gathering and process documentation functions.**
- **Assist and assign new users to proper groups in Active Directory and delete old users and groups as needed.**

Procurri - *Junior System Engineer*
December 2014 - October 2015
Serves as the catalyst for installing and supporting hardware, software, and network functionality for Apple, HP, Dell, and IBM x-Series equipment. We received, diagnosed, upgraded, and shipped Apple equipment as well. I had to replace the monitor and hard drive in a few iMacs, replace Ram and Hard drives in iMac laptops, and replace the battery and screens in iPhone and iPad. We Analyzed, diagnosed, and resolved software, hardware, and network connectivity issues. In addition, I maintained technology inventory at a designated location. Troubleshoot advanced hardware and software problems utilizing a working knowledge of operating systems/ computers in addition to a variety of hardware and software equipment.

- **Trained users in new hardware and software applications; handled advanced technical support issues for end-user requests.**
- **Provides technical support for implementing operational projects and system processes; manages active directory for multiple clients, creating and deleting users and groups.**
- **Performed backups and hardware and software installations for various systems in the supported departments.**

OnePath Systems, Inc.- Sr. *Server/ System Engineer*
November 2013 – December 2014
Responsible for overseeing and spearheading support and operational activities of several service environments in replacing data backup issues with custom-built pcs. Troubleshooting advanced hardware and software problems utilizing a working knowledge of operating systems/computers in addition to a variety of hardware and software equipment. Testing Rams, Hard Drives, video cards, decoder and encoder cards, motherboards, system fans, custom power supplies, and video and audio output.

- **Performed break-fix repairs and hardware and software installations for various systems in the supported departments.**

- *Performs holistic troubleshooting for escalated application issues; isolates, diagnoses, and resolves application-related user issues.*
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Insight Global at Hewlett Packard (contract)- *Integration Project Lead Engineer*
February 2013 – February 2015

Responsible for overseeing and spearheading support and operational activities of several service environments in replacing data backup issues to new Windows 2008 Server from old Windows XP Server. Troubleshoot touch panel, connection, and keypad issues, multi-functioning printers, desktop computers, iPads and Tablets, and high-capacity scanners. Collaborated extensively with various internal and external operational processes to ensure

- *I am engaged in in-depth research to explore the best practices and methodologies for managing multiple IT processes to meet enterprise management initiatives.*
- *Bridging gaps between business risks and technical issues to reach optimum performance; proactively explored IT industry standards and developed governance skills in creating and maintaining corporate information systems policy.*
- *Addressed concepts, principles, structures, and standards used to design, monitor, and secure operating systems, equipment, networks, databases, applications, and controls that enforce various levels of availability, integrity, and confidentiality.*
- *Installed iPads and Android Tablets for the lobby, uses, and customer interaction.*

EDUCATION & CERTIFICATIONS

Georgia Tech Coding Certification, Full Stack Flex Web Developer

Microsoft
Azure Fundamentals

Kaseya
ITGlue Administrator
VSA 10 Technician

CompTIA
A+ Certification

FAA Pilot License
Drone Pilot License

LinkedIn Learning Certifications

- Azure Essential Training for Developers
- Azure Data Fundamentals (DP-900)
- Azure Security Technologies (AZ-500) Cert Prep: Manage Identity and Access
- CompTIA Network+ (N10-007) Cert Prep: Making TCP/IP Work
- CompTIA Network+ (N10-007) Cert Prep: The World of TCP/IP Work
- CompTIA Network+ (N10-007) Cert Prep: The Physical Network
- CompTIA Network+ (N10-007) Cert Prep: Understanding Networks
- CompTIA Server+ (SKO-004) Cert Prep: Server Administration
- CompTIA Ethical Hacking
- Cybersecurity Foundations
- LinkedIn Learning Admin
- New Manager Foundations