



MICHAEL REED

Service Desk Technician



CONTACT DETAILS



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TECHNICAL SKILLS

Programming Languages: Java, C Programming & UNIX, MySQL and Python

Software Applications: Word, PowerPoint, Excel, Access, One-Note, Publisher, Catia (3D drawing)

Operating Systems: Windows 7, 8, 10, Vista, Mac OS Tiger and up



EDUCATION

Bachelor of Science,
Information Technology—System
Administration

Oakland University

Graduated: June 2021

Experience:

Awecomm Technologies, Troy, MI

Service Desk Technician

May 2021— Current

- Answered phone calls for clients to fix/repair any software/hardware issues.
- SME in Windows Deployment services, creating images and maintaining the server for Onsite Technicians, to deploy computers.
 - * Writing Scripts to install software in the imaging deployment
- SME in Windows Patch Management within NCentral, keeping computers up to date and maintaining windows patches to be pushed out or to not be pushed out.
- SME in AAD (Azure Active Directory) - setup Azure for new clients or pre-existing clients, moving their environments from AD to AAD.
- Managed Intune with in Azure to deploy company mobile devices and MacBooks.
- Managed/Improved our RMM tool to apply policies to computers, as well as writing scripts to scan newly added devices to install any missing required applicates/hard drive encryptions. If a computer did not have anti-malware software it would auto install that required tools to keep the computer in complaint with our standard computer setup for business solutions.
- Keeping track of endpoints that are out of compliance and fixing any issues to that may apply to them.

Awecomm Technologies, Troy, MI

Computer Technician

February 2020 - May 2021

- Drove to client sights and replaced computer equipment , computers, network access points, and servers.
- Installed network cabling for clients, used a toner/probe fluke device to find good and bad network points, as well as organize patch panels.
- Setup a Windows Deployment Service, to image computers for clients, and setup software on their computers for the clients needs.
- Worked In Active Directory to setup user accounts.

Certificates:

- Catia 3D Drawing

Projects:

App Design

- Created an Android app with Android studio that allows users to make a profile and subscribe to certain Oakland University clubs so that individual gets notifications from that specific club and allows the user to look at a calendar of events when the club is meeting.

Website Design

- Created a fictional public website, using MY SQL, that allows access to information about the population increases in various countries.

VMWare

- Used VMWare to stand up servers, IIS , AD, App servers for clients, as well as servers for my home for test cases.