Michael Rodriguez

Denver CO, 80229

720-498-3847

Information Technology Technician

LinkedIn Profile: www.linkedin.com/in/michael-rodriguez-35986049

I am a dedicated individual that strives for excellence and have always had a strong desire to excel in any endeavor. Goals are reached with a well planned and executed process, completing all tasks correctly the first time with lasting results. The ideal atmosphere is one that support integrity, honesty and organization. As my background is in the ever-changing Information Technology field, my success is credited to my ability of adaption and applying the fundamentals of learning to every situation, I grow in everything that I do. I am dependable in tough situations and consider myself a great addition to any team or company.

Work Experience

<u>Compugen Inc</u>

Deskside & Meeting Room Services Technician (CGI contractor for Suncor) from 06/2018 – Present

- Support all of Colorado, Wyoming and Texas locations.
- Deskside support technician support all Hardware offered by Suncor / CGI
- Management of all meeting rooms throughout the Refinery and surrounding locations
    - Conferencing Equipment, Projectors, Lync / Skype conference setups
    - Maintenance, support and training
- Ticket management through Service Now
    - Documentation of incidents, tasks, working with various teams to resolve all requests
    - Access to and review of Knowledge base to give the best support in reoccurring situations
- Installation management and support of Software offered to Suncor
- Inventory Management of all hardware available
- Smart Hands support where applicable with servers, network switches and various technical components

*Accomplishments:

1. Asset Refresh Project – replacement of old laptops and desktops with new equipment with successful transfer of data and setup of new profiles for over 100 devices
    - This resulted in better equipment access throughout the plant allowing Suncor team members better tools to use allowing better opportunity for quality work to be conducted.
    - Each change out required minimal downtime for each client and setup time was utilized to educate clients on best practices and resolve minor unreported issues.
2. Inventory of equipment necessary to keep meeting rooms running with minimal downtime for client. This includes a stock of projector bulbs, LBC cables, remotes and conference equipment.
    - Prior to this there were no backup supplies and support for meeting room issue were reactive instead of proactive.
    - This accomplished faster response and recovery times for all tickets and issues in meeting rooms. Saved two weeks on average for equipment approval, purchase and replacement.
3. Documentation of meeting rooms, asset tags and equipment.
    - Results provided a better overview of rooms that are supported, methods of contact and type of meetings rooms available.
    - Provided clear template to use for quarterly maintenance, life expectancy of equipment and easy documentation of ongoing work or items up for review.

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<u>TEK Systems</u>

Adams 12 Schools Technical Support from 05/2018 – 06/2018

- Contract work – Technical support to setup computers and projectors throughout the Adams 12 school district
- Imaging HP laptops, desktops and chrome books
- Setup of interactive projectors, calibration and sign off of completed configurations

*Accomplishments: Refined imaging process

- There were several different images configured and each required a different configuration to setup machines accordingly.
- Taking the lead, I tested each image. Documenting process, determining outdated images, providing recommendations on working images changes to the imaging team
- Results provided smaller number of images available, faster process and documentation on how to configure each.

<u>Kelly Services</u>

IBM Technical Support Call Center From 03/2018 – 04/2018

- Contract work – Tier II Call Center Technical Support for various clients such
- Take incoming calls for installations, troubleshooting and software configuration
- Provide best effort and determine what team to route ticket according to issue
- Service Now ticketing system and documentation

<u>Free Lance work</u>

Technical services consulting from 01/2018 – 03/2018

- This time period I was moving back from California to Colorado.
- While looking for a more established line of work I worked on private consulting tasks, personal computer maintenance and repairs.

<u>Big Rig Media – Software Support Agent</u>

Web Developer & Technical Support from 06/2016 – 12/2017

- Designated support technician for: W7, W8, W10, MacOS, MS Office 2010, 2011(Mac), 2013, 2016 and O365, Google Apps for Business/GSuite & Icewarp
- Refinement and implementation of Salesforce Ticketing system
- Conducting introduction to websites, training all levels of clients on WordPress and features requested with websites
- Provide backup in building websites using HTML, CSS and Wordpress
- SEO services provided before launch of each website
- Management of data and website allotment against servers, providing recommendations for growth and best practices for maintenance

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*Accomplishments:
1. Refined and initiated standard training offered to clients.
   - With a standard training criteria more than one agent was able to conduct training
2. Learned Various method to approach support
   - Each client was unique with their setup. I had to get creative to find solutions to technical issues even when they were not related to websites.
3. Learned a new aspect of IT service.
   - Reading and writing HTML
   - SEO standards and best practices (Search Engine Optimization)
   - Solidified support of MAC devices (fully supporting Apple Hardware and Software)

Reconstruction Experts- Senior IT Specialist

Senior IT Specialist from 02/2014 – 12/2015

- Support of 6 branches across 3 states (Colorado, California, Texas) 200+ employees
- Converted Company from Google Apps for Business to O365, Rolled out to 5 branches.
- Supported: W7, W8, W8.1, W10, Active Directory, O365, Office 2013 & 2016, MS Project 2010, Server 2012, HP Hardware (Servers, Switches, Laptops, Desktops)
- Complete MPLS network setup between five branches in Texas, California and Colorado.
- Setup Satellite locations with equipment, network and maintain for durations of projects.
- Roll out of Surface Pro's to Executive Team
- Rollout of Cloud Backup Solution
- Creation of Technical Emergency Plan and Data Protection for entire Company
- Creation of New Hire process, equipment tracking amongst departments and data disbursement
- Active Directory clean up and revision of Group Policies
- Streamlined Printer Vendors and printer models.
- Vendor Management
- Inventory Management: hardware, budgets, equipment depreciation, procurement
- Data Management: collecting project data (emails, photos, documents, blueprints) from individuals and providing to legal team in a presentable format.

*Accomplishments:
1. Consolidation of Services
   o Removing the various platforms used by each branch and rolling out Office 365
   o Saved Company time and money with ease of access to same files, folders and introduced IM services
   o Completed MPLS connection between all Branches for streamlined phone services and network.
   o Printer contracts were reduced and a better plan for printer needs was rolled out.
       i. Black and white printers for individual needs saving on cost of toner.
       ii. Color and 11x17 copiers were reduced and centralized for each branch.
       iii. Better quality printers / copiers ensured less printing and less waste.
2. Reduced Billing costs
   o Saved Company $2000+ monthly on Cell phone bill and equipment. Implemented standard phone process, offered better equipment with cases and gave the company better tools to better serve their customers. The bill alone saved money that I was able to prove but the level of service the company was able to provide to client by not dropping calls, being available and being able to remotely work saved so much more.

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- o Consolidation of services at each branch from Phones, network and printers reduced the overall number of bills, saved time in managing each bill and allowed more time to focus on future endeavors of the company.
3. Technical Emergency Plan (Disaster Recovery)
   - o If the company were to go down or any building have a major disaster occur there was a need to be able to relocate and resume business.
   - o I was able to determine a cost-effective solution within budget that would keep all business data safe and be accessible in time of need with Hybrid Cloud solution back and temporary remote location setup.

ACT Conferencing (Now PGi)

Technical Systems Engineer from 05/2008 – 01/2014

- Supported: W7 Client server based networked, Active Directory, Various Servers of Windows 2003, 2008, Virtualization with Hyper-V.
- Support of 200+ server network and worked with international offices in UK, Australia and APAC regions
- Virtualization project to decrease number of physical servers
- WSUS administration: Monthly update process for Microsoft servers and desktops
- Tandberg and Polycomm systems support
- Call Center Desktop/laptop and software support.
- Network support: Cabling, Troubleshooting, equipment moves
- Security: My first week on the team the company was hit with a virus and every machine companywide had to be cleaned.
- Video Systems Engineer: provide conference room video services to clients renting out rooms.
- Hosting Audio, Web and Video conferences from 2 to 1000+ participants
- Support 500 – 1000 internal clients
- Daily, weekly and monthly maintenance checks and documentation.
- WSUS Process creation. Create and schedule Windows updates for server and desktop/laptop installs. Ensure servers do not receive bad patches, run updates without impacting business.
- Outage and Maintenance scheduling and communication. Had to identify services impacted with servers and what departments are related to them. Then communicate them to impacted teams, provide follow ups when completed.

*Accomplishments:
1. This role was my introduction into IT services. It started out as an 18-month internship offer that I turned into a full-time position
   - Completed internship program within 6 months
   - Exposure to Servers, Telecommunication Systems, Video Equipment and Ticketing systems.
2. Working with an international team to resolve a company-wide virus attack.
   - Working with Anti-Virus company over a 30-day period of time to recover from virus.
   - Each piece of equipment had to be scanned, updated and confirmed free of viruses.
   - Outdated software was replaced, updated or removed entirely to secure the network.
3. First US technician to fully conduct daylights savings time changeover successfully with Avaya telephone systems in 5 years.
   - Follow the sun phone systems had to be handed over properly to ensure no disruption of service.

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Other work history:

Sonic Drive-In, Colorado   2006 to 2007
Assistant Manager
Assistant Manager/New Store Team Lead

Target Inc   2006 to 2006
Stock Team / Logistics
Crew member

Red & Jerry's LLC, Englewood, CO   2003 to 2006
Director of Events and Entertainment
Director of Events and Entertainment

Mexico City Lounge   1999 - 2004
Cook/Server

Hardware, Software & Experience

Administration of Operating Systems: W7, W8, W10, Server 2008, 2012 and 2016, MacOS, Fedora Linux
Network routing and switching, cabling, troubleshooting, administration: Active Directory, Group Policies, DNS, DHCP, WAN/LAN infrastructure, WSUS, Command Line troubleshooting, virtualization
Backup Solutions: Physical and Cloud, imaging, securing data and version control
Modem setup and support: Fortinet, Sonicwall, Actiontec and generic modems provided by ISPs
Communication: Maintenance schedules, outage follow ups, training follow ups and documentation
Inventory: keeping track of all hardware and software owned by company, conducted annually
Trainings provided to client: MS Office, MS OS, Google Apps for Business, Wordpress, HTML, CSS and SEO
Conferencing Services: Video, Web and Audio
Mobile devices and Tablets: Surface pro, iPads, iPhones, Adroid phones (various models)
Vendor & Account Management: Centurylink, Xfinity, Time Warner, COX, Verizon, CDW, CBS, Lewan, AT&T, 3rd Party Tech Support companies
Leadership & Teamwork: Student Council, Marching Band Drum Major, Leadership Camps, Manger in various roles
Other technologies used: Salesforce & lightning, GoToAssist (Citrix), Wireshark, Adobe photoshop, Gimp, Moz (website tools), Dameware, LogMeIn, RingCentral, Jabber, Google Drive, One Drive, NAS Devices, Printers, Telephone toning, Polycomm, Compunetix bridges, Webroot, Sophos, McAfee, Symantec, Hirens, VMWare, Hyper-V, Belarc, EaseUS, Clonezilla, On24, Evernote, Basecamp, RingCentral, Webex,

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Education:

CompTIA Network Certification	Online	In Progress
CompTIA A+ Certiciation	Online	In Progress
Various HP Hardware Certifications: DMI Tools, Diagnostic Tools, Desktop support	Online	2018
HTML and CSS	Online – Code Schools	2017
SEO Certification	Online – Moz Academy	2017
Incomplete-Associates Computer Networking and Securities	ITT Technical Institute Thornton CO	2008-2009
High School Diploma	Abraham Lincoln High School	1999-2003

References:

Jack Hardick – Team Lead	Compugen Inc	
Robert Metzler Network Technician	Compugen Inc	
Jeff Beyer – Owner	Big Rig Media La Quinta, CA	866-524-4744 www.bigrigmedia.com
Rosalind Ashburn – Project Manager	Big Rig Media La Quinta, CA	866-524-4744 www.bigrigmedia.com
Human Resources	Reconstruction Experts Arvada, CO	303-783-2562
Shanu Montanero – Office Manager	Reconstruction Experts Arvada, CO	303-783-2562
Matthew Phelan Business Consultant	Print Services / Art Consultant Englewood CO	303-517-0167