Michael Hoyt
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OBJECTIVE:

An able, enthusiastic, skilled, and reliable IT Technician seeking full time employment as preferably a Technical customer support specialist, Desktop support analyst or System administrator with a fun company with a family like mentality that reflects my experience, skills, and personal attributes including dedication, meeting goals, creativity, and the ability to follow through.

SUMMARY OF QUALIFICATIONS / PROJECTS	
Home	Resolved slow performance issues that caused multiple reboots of router. Implemented Switch and second router. Updated routers with custom firmware. Created multiple subnets and modified iptables firewall
United Way	Automated software upgrade on computers. Automated slow performance troubleshooting steps. Created Operating system image with custom configuration that allows slow performance troubleshooting to be automated. Automated fix to resolve issues with Printer Fiery and dst issue.
Myramani	Setup secure Linux webserver with Database performance modifications. Hardened webserver and made server Pci compliant. Assisted with resolution of issues that occurred after work was completed.
Myramani	Setup ftp server and account on Linux server that points to a folder that allows synchronization between folder and external hard drive.
Myramani	Made security configuration changes on Linux server to prevent hacking attempts. Server was made more secure and performance improved after work was done.
Myramani	Modified firewall on Linux to allow Canada post shipping rates to display on website.
Myramani	Resolved performance issues on database server that was also public facing webserver that received thousands of visitors a month.
Myramani	Installed Linux, changed ports for ssh and apache, configured selinux, blocked ip ranges, ensured server was updated and passed Pci compliance scan
Payza	Setup computers running Linux and modified Linux configuration files to allow the computer to connect to a wireless network. Ensured that the wireless password was only accessible by an administrator. Computers were setup for use in an Internet cafe.

PROFESSIONAL EXPERIENCE:

Nov 2015 to February 2018   United Way Ottawa   Ottawa, Ontario
Desktop Support Analyst

- Setup computer stations, and phones for new hires

- Created operating system images for deployment using Mdt, Wds, updated Drivers, Applications, added Applications, and stream lined the process when it comes to creating Operating System images.
- Manage Windows Server Update Services, test Updates, and approve Updates for deployment
- Perform Level 2 and Level 3 troubleshooting involving Xerox Printers, PC Hardware, Windows 7 and Windows 10, Mac OSX, Microsoft Office, Windows Servers, Wi-Fi and other issues
- Manage Eset administration console, and setup automatic virus scanning for all Computers with the Eset Antivirus program.
- Assisted with migrating regional offices from an IT point of view.

June 2015 to November 2015   Myramani   Toronto, Ontario
System Administrator/IT Consultant
- Work remotely from Ottawa on various projects
- Troubleshoot issues with Linux servers mainly involving Vestacp and dependent Software, Centos
- Configuring Production Applications and Servers to prevent against intrusion and intrusion attempts, and to increase performance
- Setting up, administering, and troubleshooting issues on Centos Cloud Servers

October 2012 to July 2014   Payza   Montreal, Quebec
Senior IT Technician
- Provide Support up to 200 employees, provide on call support off hours and act as unofficial backup to the IT manager
- Troubleshoot, Network connectivity, Voip (Elastix, Brekeke, Linkysys and Aastra), Hardware, Operating System issues (Windows and Linux) Software issues (Vocalcom, Kayako, Microsoft Office, Sharepoint, etc). collaborate with team or vendor if needed to ensure resolution
- Participate and take ownership of projects (setting up Linux computers to be used in an Internet Cafe, crimping and running Network cable through the walls and ceiling to a newly constructed Conference room, finding free alternative to paid Software and preparing Software for deployment in a Windows Domain, etc)
- Debug errors including Bluescreens, Application crashes, Printer issues, etc, and implementing solutions maintain Antivirus, Active Directory, Inventory, Dns, Pfsense firewall, Office 365,and various systems used in the Office
- Ordering supplies for the office, researching products to purchase,
- Provide training on arming the office alarm, disarm the office alarm, manage the Neware Software that is used to arm and disarm the office alarm, and control building access
- Support remote users using Lync and other administration tools that are natively part of the Windows Server Operating System, or certain Commercial Software

July / August 2008 to October 2012   CSC / Sapphire   Montreal, Quebec
Helpdesk / Service Desk phone technician
- Provide Support to employees of large corporations
- Notify appropriate support groups of high priority and business critical issues off hours
- Provide password reset, and technical support for employees via email
- Provide support to Windows and Office users remotely with software, hardware and password issues over the phone, and using the Bomgar remote connection software as well as other administration tools that are natively part of the Windows server operating system, or certain Commercial Software.

August 2007 to July/August 2008   Oms   Montreal, Quebec
Onsite Technician / Website Development
- Provide office support for QuickBooks Professional 2007
- Support all the computers and make sure they are operational
- Configure, maintain, and support windows server 2003
- Support the windows office network
- Develop and optimize websites

- Enter data into computers
- Manipulate and edit audio files on a computer with the user of a mixer
- Perform server backups

July 2007 to August 2007   Travelnet   Montreal, Quebec
Technical Support Representative
- Support and troubleshoot hotel network configurations
- Connect to different Switches, Routers, and Firewalls and run commands based off the Linux / Unix operating system to make changes to the network and the users device to resolve internet connectivity issues
- Configure network configuration on Pc's and Macs

July 2006 to July 2007   Dell Canada Ottawa, Ontario
Technical Support Representative
- Support/Troubleshoot computer hardware to ensure that the hardware is functional
- De-escalate customers that are irate
- Support/Troubleshoot windows operating systems to ensure the operating systems are functional
- Promote a positive customer experience, while customers are frustrated because there computer isn't working

May 2006   Paramount Webmasters   Montreal, Quebec
Appointment Booker
- Educated customers about website optimization
- Booked appointments with customers to have their websites optimized

July 2005   Convergys Canada   Ottawa, Ontario
High-speed Internet Technician
- Ensured that customers have a valid connection from the road runner server to the clients computer
- Troubleshot Windows/Mac operating system networking components in efforts to obtain an Internet connection
- Directed customers to the correct third party to determine where they can receive additional support
- Provide basic support for users who are experiencing internet issues with any Pc either running Windows, Mac, or Linux / Unix os's

November 2004   Sitel Canada   Ottawa, Ontario
Technical Support Representative
- Assisted customers in removing viruses /spyware
- Showed customers how to use Microsoft office

EDUCATION & CERTIFICATIONS:
Dawson College & Algonquin College
- Completed a Windows server 2008 administration course. (Dawson College)
- Completed a Linux desktop course and Windows 7 client course. (Dawson College)
- French Conversation Level 1 (Dawson College)
- Computer Systems Technician (Algonquin College)
- Comptia A+ Certification

References are available upon request