

Michelle Tindell

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Objective

With over 20 years of professional IT experience, I am a dependable asset that will adapt to any IT support needed. I am always willing and wanting to learn about new technologies. As an IT Support Specialist, I have the ability to think on my feet, learn and understand different systems based on client needs, and ability to "shift gears" when necessary.

Ability Summary

- Scanner hardware configuration/setup/troubleshooting
- Barcode Label design/troubleshooting of scanning issues
- Software installation/configuration/training
- Assist clients via phone and remote sessions with remote access software
- System configuration/update/deployment of desktops/laptops and mobile devices
- Basic Sonicwall troubleshooting knowledge
- Configuration/setup of VPN clients (SonicWall Net Extender, Cisco AnyConnect and Forti)
- Hardware troubleshooting and replacement if necessary
- Windows operating systems from XP to Windows 10
- Mac OS troubleshooting
- Remote support via Remote Access tools
- Printer troubleshooting
- Connectivity troubleshooting
- Basic Star2Start VOIP system troubleshooting and programming
- General knowledge of systems as related to specific client environment
- Datto backup devices
- Max Backup platform

Employment History

Scanco (Boros Enterprises)

1000 N. Tamiami Trail #201 Nokomis
FL

01/07/19 - 05/22/20

Client Care Support Spec

- Provide technical assistance to Scanco users, answer questions or resolve hardware/software problems
- Provide assistance concerning the use of scanner devices for Android and Apple devices
- Installed and configured Scanco Software on customer servers/desktops

- Designed and reworked custom barcode labels for customers pulling data directly from Sage to be printed via desktop label application or from scanner hardware via Scanco application

Southtech Solutions Inc

2801 Fruitville Road, Sarasota, FL

10/2007 - 11/2018 **Systems Support Specialist**

- Provide technical assistance to computer users, answer questions or resolve computer problems for clients in person, or via telephone or electronically.
- Provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, email.
- Proficient in all Windows operating systems, and mobile device platforms Apple and Android based.
- Network troubleshooting, including firewalls
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Selective HR Solutions

Sarasota, FL

11/2000 - 02/2007 **Systems Support Specialist**

- Responsible for 150 user technical support for internal and remote users
- Security Liaison with parent company in New Jersey
- Managed user setup and termination processes
- Managed help desk (ticket creation/closure/monthly reporting) until parent company put help desk solution in place
- Created training documentation and trained users; conducted training sessions

Child Development Center

Sarasota, FL

12/1999 - 11/2000 **Database Administrator**

- Coordinated and entered data into State database from data gathered from client files
- Create and maintained internal Access Database for reports
- Created/updated/maintained office documentation

American Tower Corp

Sarasota, FL

07/1997 - 02/1999

**Network Administrator
Network Assistant
Technical Support**

- Responsible for 50 person office and network
- Trained users
- Managed client Access database
- Supported and maintained all desktop and laptop systems

Education and Training

06/1988 Bayshore High
School

Bradenton,
FL

High School
Diploma

General High School
Curriculum

Activities

- Computer and console gaming; animal enthusiast; crafting and sewing

References Available on Request

References

Mariann Burkett
Southtech Solutions, Inc
2801 Fruitville Road, Suite 250
Sarasota, FL 34237
239-464-4140

Personal reference, known for 6 years

Keith R. Cseak
Scanco
1000 N. Tamiami Trail, #201
Nokomis, FL 34275
330-780-1755

Business Reference, known for 1.5 years

Jennifer Fullman
Scanco
1000 N. Tamiami Trail, #201
Nokomis, FL 34275
330-645-9959

Business Reference, known for 1.5 years