

MICHAEL J. SAKAL

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END USER SUPPORT AND NETWORK TECHNICIAN

Multi-certified technology professional with extensive background in managing enterprise implementations of IT systems include installing, diagnosing, repairing, maintaining, and upgrading hardware and software. Proven ability to deliver Desktop Support with stellar customer service. Earned commendations for teamwork, flexibility and work excellence in providing IT support receiving eleven certificates for Great Performance and the 2010 Award for the Most Supportive Role to the corporate team from VF Outlet, Inc. a coalition of VF Corp. a Fortune 500 company serving 2,500 employees.

Technology Summary

Certifications: CompTIA A+, Microsoft Certified Professional (MCP), Microsoft Certified Desktop Support Technician (MCDST), Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuring, MCTS: Microsoft Windows Vista, Configuration, Microsoft Certified IT Professional (MCITP): Enterprise Support Technician, MCITP: Consumer Support Technician, NCI – Certified Network Administrator, Physical Security Network Associate, SICT - Office 2000, Microsoft Access 2000 Introduction & Intermediate

Non-IT: Dale Carnegie: Effective Communications & Human Relations/Skills For Success, Comcast's Digital Train the Trainer course, Cablevision's Optimum Digital Train the Trainer course, Primestar Installation Certification, DirecTV - Residential/Multi-sat, Honeywell Vista-20P, Hughes ASC Certified, SBCA Level 1 & 2, TCI - Residential Cable TV Installation

Systems: Windows 3.X/9X/NT/2000/2003/XP/Vista/7

Software: MS Office, Lotus Notes, Brio, CRM, Client Access, AS400, SCCM, Norton Ghost, McAfee Endpoint Encryption, Remedy, Manage Now, Proxy Host, Citrix and more.

Some College Completed Penn State - Berks Campus - Computer Science Major

High School - Graduated Governor Mifflin High School - Shillington, PA

Vocational - Graduated Berks Vo-Tech West - Leesport, PA – Electricity

Professional Experience

SPHERION STAFFING SERVICES (954) 308-7600 5/2010 - Present
Desktop Support Technician Tier III - Originally under contract with IBM and later with CSC to provide company-wide software and hardware support for in-office and remote users at VF Outlet, Inc. corporate offices and for approximately 80 stores off-site nationwide. Also assist remotely with other coalitions and divisions (Nautica, Kipling and others). Engaged and tracked Priority 1, 2 and 3 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets for VF Outlet, Inc.

POMEROY IT SOLUTIONS (859) 586-0600 2/2010 - 5/2010
Migration & E.U.S. Technician - Started Feb 1 migrating PCs for VF Outlet, Inc. and providing Desktop Support until full time IT arrived for IBM contract. Lead tech for migration project responsible for daily migration schedule\reports and resolving migration issues.

INDEPENDENT IT CONTRACTOR (610) 777-3268 3/2005 - 5/2010
E.U.S. - Desktop/Network Support Technician - Handle technical troubleshooting within an enterprise and private environments, including system crashes, slow-downs and data recoveries. Provide onsite and remote technical support for hardware, application and networks including backup, security management, system set-up, user account management, e-mail systems, internet access, office systems, applications support, hardware and software upgrades.

VARIOUS CABLE, SATELLITE & IT COMPANIES including Satellite Services Corp., Atlantic Communications Corp., The Spy Place, Cable Line, Inc., LHR Cable, Inc., Primestar, Time Warner Satellite Services, Inc., TCI Cable, Inc., and Ocean Cable Group, Inc. 1987/2007
Positions included: V.P. of Operations, Operations Director, Branch Manager, Director of Technical Operations, Technical Support Manager, Site Support Specialist, Lead Technician, Project Manager, Dispatcher, CLI Technician, Construction Supervisor and Installer.

My Microsoft Transcript may be viewed at <https://www.mcpvirtualbusinesscard.com/VBCServer/MichaelSakal/profile>

CompTia Verification Code: 250BTCLJGP44YGCC Verify at: <http://verify.CompTIA.org>

My resume may be viewed at <http://www.msakal.com/MSAKAL.pdf>

Available for Relocation & Travel

