Mitch S. Turner

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PROFESSIONAL SUMMARY

Driven IT professional with 7 years of experience, aspiring to be Network Administrator. Technology savvy self-starter and team player, adept at moving into new environments and using current experience to quickly adapt to new technologies fluently. Possess strong communication and collaboration skills to work in concert with diverse groups effectively. Excellent at multitasking and prioritizing tasks.

TECHNICAL SKILLS

- Languages/Tools: MS Office 2003/2007/2010, Acronis Image,, Remote VPN, MS Visio,
- Database: Entry level SQL management
- Environments: Windows 95/98/ME/XP/07, Windows Server 2003/2008, DOS , Ubuntu
- Entry Level Active Directory management
- Remote Support Tools: RDP, multiple VPN clients, familiar with online remote support tools such as Citrix Go to Meeting and Team Viewer.

PROFESSIONAL EXPERIENCE

JoPro Construction   **January 2014 to April 2014**
Entry Level Construction Specialist

- Removal and re-installation of electrical outlets, lighting fixtures, and switches
- Trim and molding application
- Paint Application

Web and Network Solutions   **October 2013 to January 2014**
Technical Support Specialist / Help Desk Representative

- Installing hardware and software systems
- Maintaining or repairing equipment
- Troubleshooting a variety of computer issues
- Setting up computer security measures
- Configuring computer networks
- Offering technical support on-site or via phone or email
- Virus and Malware Removal

Low Voltage Systems, Greater Detroit Area   **June 2012 to Present**
General Labor / Limited Technical Roles

- Installed cable infrastructure for the installation of completed DVR based camera system
- Configured DVR in such a way that customers could remotely view the secured area utilizing port forwarding and remote viewing options
- Installation of analog security cameras

Integrated Security Corp, Novi, MI.   **February 2003 to June 2012**
Technical Support Specialist / Help Desk Representative

- Experienced at installing Microsoft and Linux operating systems
- Small Office Network Setup/Installation and Intranet Infrastructure maintenance
- Responsible for all hands on support for desktops and peripherals
- Administered end user support for our office and customers utilizing Phone Support, Remote Support and problem specific documentation
- Responsible for all software installs on servers, desktops
- Migrated Microsoft Office 2007 to 2010.
- Utilized Acronis Imaging software for disaster recovery protocols
- Utilized superior customer service skills in dealing with all end user issues
- Responsible for writing procedural documents relating to many facets of software installation and implementation
- Migrated Windows XP to Windows 7
- Integrated a varied selection of hardware peripherals Cameras, Printers, Multiple Monitors
- Experience with Virtual Machines
- Used Google Sketchup, Microsoft Visio and other image editing software for use in perimeter GUI design and technical documentation
- Sit down forklift operation

EDUCATION

- Associate of Science: Network Technology ITT Technical Institute, Canton, MI (Nov. 2008)
- Recently passed and completed the Powered Industrial Trucks Training Test administered by Metro International Trade Services LLC September 12,2013
- Currently enrolled at Global Information Technology working to obtain Comptia certifications A+, Net +, and CCNA.