

# Michael N. Smitasin

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- Experience** 2008 - Present A&AA Computing Services, University of Oregon Eugene, OR  
Information Technology Consultant 2
- Department's Request Tracker workflow design, implementation, training, configuration & administration.
  - Developed relevant data reports for tickets, including employee and monthly statistics, as well as tickets by departments & institutions for predicting fund and resource allocation in the future.
  - Drafted customer facing announcements and templates regarding RT system.
  - Worked with IT Director, and Computing Lab & Output Room Managers to develop new department procedures and guidelines, including Help Desk solutions, and Service Level objectives.
  - Interviewed, trained, supervised and provided escalation support to student technology consultants.
  - Documentation administration, including new article creation, updates, standardization and training.
  - As a department, provided in-person, phone, and email support to roughly 140 faculty, 30 staff and officers of administration, 1700 majors, 25 customers in grant-funded institutes and 10 in the University Planning office.
  - Technology Support consisted of hardware diagnostics, software troubleshooting, training, individual backup assistance, new equipment setup, application installation, email client configuration, and Exchange migration.
  - Also provided purchase consulting for hardware and software solutions, new workstation deployment using radmind suite, hand held device configuration and project research, such as a customer feedback survey.
- 2007 - 2008 Technology Support Services, Nordstrom IT Seattle, WA  
Help Desk Analyst
- End User technical support for 150 stores, multiple warehouses and corporate offices.
  - Provided initial software/hardware troubleshooting for workstations, printers, POS terminals, etc.
  - Utilized HP OpenView Service Desk for call documentation and escalation.
  - Password Administration for Active Directory, Mainframe, Retek applications, Unix servers, etc.
  - Diagnostics of Remote Access issues using RSA Security and Cisco VPN client.
  - Maintained Help Desk phone message for hourly updates and during High/Critical Incidents.
  - Created new and revised existing internal documentation and Knowledge Base articles.
  - Met or exceeded expectations for quantity, availability, classification, and resolution.
  - Contributed to department average of 97% or greater customer satisfaction of those surveyed.
  - Trained new employees on Workstation/Windows/Office basics and common issues.
  - Participated in project to revise internal SharePoint as a unified source of information for the Help Desk.
  - Initiated project and designed proofs of concept for an online Service Call submission page that gathers required information from End Users in order to reduce return calls for In-bound Email queue.
- 2006 - 2007 Information Services, University of Oregon Eugene, OR  
Departmental Apprentice / Help Desk
- Direct end-user assistance and consulting for Mac and PC software/hardware.
  - Assistance to full-time IT staff in providing technical support to nine departments within PLC Hall.
  - Local and Network Printer configuration including static IP assignment.
  - Ethernet and wireless connectivity troubleshooting.
  - Virus removal / Antivirus installation, and security maintenance.
  - Operating Systems support for Windows 98/2000/XP/Vista, and Mac OS X.
  - Diverse email client setup and configuration for POP and IMAP.
  - Pre-purchase advising for software, hardware and peripherals.
  - Backup assistance, system restoration and data recovery for notebooks and workstations.
  - Coordination with Network Services and Security Consulting departments.
  - Self-management of scheduling and appointments.
- 2003 - 2004 A+ Wireless Eugene, OR  
Customer Service / Sales Representative
- Troubleshooting and technical support for handheld devices on CDMA, TDMA, and GSM networks.
  - Account activation and assistance for multiple carriers.
  - Inventory / sales recording and tracking via hardcopy and UPC database.
- Education** 2003 - 2007 University of Oregon, School of Architecture & Allied Arts Eugene, OR
- Bachelor of Science, Digital Arts 3.54 Cumulative GPA