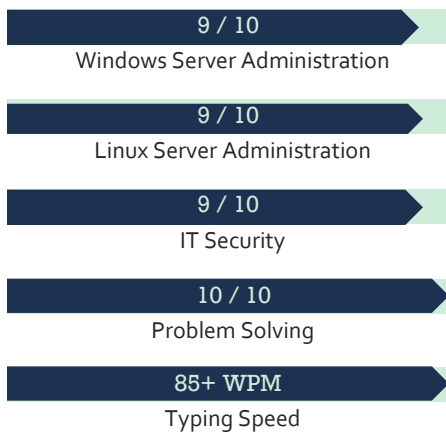# M/W Michael Wasa

IT Systems Administrator

📞 +1 (954) 729 1953

✉ Michael.A.Wasa@gmail.com

📍 Poinciana, FL USA

👤 linkedin.com/in/mwasa

🔗 https://mikewasa.com/

ABOUT ME

I am an expert in problem solving and research. I excel at tackling issues with new/unfamiliar software and seek to expand my knowledge on bleeding-edge technologies and services.

My demonstrated history of working both in teams and alone give me a unique perspective with regards to operations and efficiency. I am capable, quick and can add value to any project I touch.

SKILLS

9 / 10
Windows Server Administration

9 / 10
Linux Server Administration

9 / 10
IT Security

10 / 10
Problem Solving

85+ WPM
Typing Speed

EDUCATION

Automotive Technician
ATI Career Training Center – Fort Lauderdale
2012-2013

A+, CCNA, Oracle Database Design
Broward Technical Colleges: Atlantic Vocational
2006-2008

High School Diploma
J.P. Taravella High School
2003-2008

EXPERIENCE

IT Systems Administrator

Bright Manufacturing LLC / Fort Lauderdale, FL / May 2017 - Current

Primary contact for company-wide IT issues. Implement bare-metal hypervisors with Hyper-V and VMWare ESXi. Improve the stability and reliability of all internal services and employee terminals. Research and acquire hardware and software for company use. Manage and provide anti-phishing training and instruct frontline on how to avoid threats.

- Manage servers in Colocation, Remote, Cloud, and On-Premise
- Setup & support VPN, VMWare, RDP, VSphere & other specialized software.
- Enable the company to seamlessly adapt to a work-from-home model.
- Troubleshoot custom PHP/SQL, Wordpress WooCommerce, Shopify, Magento2, and EDI order import scripts as well as custom shell/batch and implement fixes

Technical Product Support Specialist

Bright Manufacturing LLC / Fort Lauderdale, FL / Nov 2016 – May 2017

Manage all aspects of multiple EDI/eCommerce accounts, take inbound calls from customers and assist with technical issues and unscripted troubleshooting procedure.

- Technical Support, Customer Service, and Sales inbound calls
- Manage inventory, overcome warehouse issues, and add products to platform
- Process Credit Card, Paypal, Amazon Pay, and Wire Transfer payments safely

Administrative Assistant

Interventional Joint & Spine Institute / Lauderdale By-The-Sea, Fl / Jan 2010 – Dec 2012

Assist the office in a large variety tasks involving technology and patient care while providing a high level of service and adherence to HIPAA privacy protocols.

- Convert and format paper records into electronic health records.
- Digitize the workflow to improve patient and staff experience.
- Procurement of hardware & maintenance of virtual VMWare servers.