

MIKE WELLS

<http://mikewells.name>

Richmond, Virginia, USA 23219

Key Skills and Qualifications

- Advanced setup and support experience with multiple generations of Windows systems
- Administration of devices via Intune and Active Directory (on-premises and via Azure AD)
- Help desk support and administration with a friendly and team-oriented approach to service
- Personal server setup of web, email, SMB, and CardDAV/CalDAV stacks

Education

Virginia Commonwealth University

Richmond, VA

Bachelor of Science, Information Systems, GPA: 3.68

December 2022

Relevant courses: IT Infrastructure, Database Systems, Data Communications

Work Experience

Integrated Global Services

North Chesterfield, VA

Senior IT Specialist

March 2023 – present

- Lead implementation of special projects and new systems
- Administer growing network of user devices both on-premises and remotely around the world

IT Specialist

November 2022 – March 2023

- Develop and publish documentation, newsletters, and intranet content for users
- Research and report on company-wide technological solutions

IT Support Specialist Intern

December 2020 – November 2022

- Support and instruct global end user base via our help desk system

Technology Integration Group

Richmond, VA

Computer Refurbishment Specialist

August 2020 – December 2020

- Installed Windows, Chrome OS, and Android system images onto end user devices
- Warehoused and quality checked computers, tablets, and accessories prior to shipping

Apple

Williamsburg, VA

Reseller Specialist

October 2019 – March 2020

- Trained sales team at our channel retail partner on product details and selling strategies
- Advised customers purchasing Apple products and offered tailored solutions

Volunteer Experience

SNS, A Condominium

Richmond, VA

IT Coordinator

April 2024 – present

- Manage our building's on-premises telecom and security infrastructure

Webmaster

April 2023 – April 2024

- Administer our association's website, email list, and Google Workspace tenant