

Michael Bonisteel

mbonisteel@gmx.com
www.bonisteelworld.com
(801) 560-1964

Work Experience

Support Analyst

Marriott Vacation Club

November 2019 to March 2020

- Set up and configured Avaya phones and Avaya One X soft phones on computer.
- Reset voice mail password.
- Reset passwords/unlocked accounts in Active Directory.
- Unlocked Bitlocker on company computers.
- Installed/uninstalled programs.
- Troubleshoot Citrix and AT&T Global Network VPN connections.
- Reboot servers.
- Remote into client's computer and took control to resolve complex issues.

Senior Analyst

Dell

May 2019 to September 2019

IT-Telecom Engineering/Dell (Contractor)

- Moves Adds & Changes (MAC) for telecom infrastructure.
- Installation and support of telecom including PBXs and call management systems.
- Supported voice mail, interactive voice response, and video conferencing systems.
- Unlock computers using Symantec End Point Encryption.
- Was Head of the phone upgrade project of Utah
- Installed/Uninstalled software.

Telecom Specialist (Contractor)

Intermountain Healthcare

May 2018 to April 2019

- Moves Adds & Changes (MAC) for telecom infrastructure.
- Installation and support of telecom including PBXs and call management systems.
- Supported voice mail, interactive voice response, and video conferencing systems.
- Receives, prioritizes, and responds to equipment and/or connectivity problems. • Assists with inspection, testing, and maintaining of telephone lines, circuits, trunks.
- Connected wiring and cabling to switches and PBXs.

Sensapure/ IT Manager (Contractor)

Robert Haft

December 2017 to February 2018

- Managed VMWare and server's
- Managed Domain Migration
- Data Migration
- Active Directory Migration
- Email Migrations

- Configured Jive PBX for PBX migration.
- Installed/Uninstalled required software.
- Purchased and configured sensapure.com domain.

U.S Department of Veteran's Affairs/IT Specialist(contractor)

AMS Research - Salt Lake City, UT

November 2015 to January 2017

- Reset password
- Unlock computers using Symantec End Point Encryption.
- Unlocked Verizon Wireless Cell Phones.
- Unlocked GOOD Enterprise email application. • Troubleshoot Citrix Access Gateway Connections.
- Assist with remote access configurations.

Alta Medical Management(Contractor)

Mountain West Phone Company - Salt Lake City, UT

March 2015 to October 2015

Utah/IT Specialist

- IP Office Manager assigned phones and extensions.
- Setup and configured voicemail.
- In Active Directory Users and Computers created network credentials
- Disabled network credentials for terminated employees.
- Created Email address for new employees.
- Added/Removed employee's from MS Communicator.
- Managed phone switch.
- Was POC with Mountain West Phone Company.
- Configures the office faxes to go directly to team's emails.
- Set employees with folders on printer. • Programed the Avaya's internet phones.

AdvancedMD Help Desk

Encrypted Computers - South Jordan, UT

March 2010 to March 2015

Ut/IT Specialist

- Re-imaged Desktop.
- Creation of network credentials using Active Directory.
- Reset password
- Repaired laptop, desktops and printers.
- Run windows updates.
- Relocated computer systems.
- Encrypted Computers using Bitlocker.
- Desktop, Laptop, and printer troubleshooting. • Deployment if new software using Software Central.

Information Technologies III

Vision Solutions

May 2006 to December 2009

- Providing Software support service to large enterprise and commercial customers.
- Running remote diagnostics and support in a 24/7 environment
- Provides the customer with overview of repair activity

- Issues are recorded electronically in the Siebel Call Tracking database Software Technical Support on the AS/400 platform

Field Engineer

Hewlett Packard - Salt Lake City, UT

April 2002 to March 2006

Utah /Hewlett Packard

- Delivering on-site hardware support service to large enterprise and commercial customers.
- Install and repair computer servers, desktops, Laptops, printers and peripherals.
- Troubleshooting; ordering parts; on site parts install and testing.
- Understands customer goals; identifies consequences of various solutions.
- Provides the customer with overview of installation activity and repair activity.
- Keep the customer well informed through service.
- Maintains a high level of customer satisfaction.
- Clarifying what the customer needs and ensuring that they are met.
- Handles customer-relations problems promptly and appropriately.
- Escalates issues according to established procedures.
- Actively participated in growth opportunities for products and services.

Information Technologies Specialist

Verizon Wireless

June 1992 to January 2006

- Troubleshooter cell phone for technical issues.
- Troubleshooting cell phones on cellular networks and systems.
- Experience troubleshooting circuit boards.
- Experience connecting devices to cellular WiFi/Hotpots
- Undated tickets in CMS, closing/escalating when needed
- Worked with internal departments and external vendors to resolve issues.

Software/Hardware Experience

SOFTWARE

Active Directory	IP Office Manager	BitLocker	Product Vison
Office 2003-2016	Windows XP-10	Millennial III	JIVE PBX
Norton Antivirus	Sales Force	Citrix	MS Dynamics 365
Office 365	Millennial III	Empower	Symantec Anti-Virus
Symantec Endpoint Encryption		SIP/H.323	

Ticketing Systems

Goldmine	Footprints	NetSuite	Remedy
SysAid	Clarify	Siebel	Service Desk Manager
Service Now			

Hardware

Dell Desktop Computers	Canon Printers	HP Switches	HP Computers
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Dell Switches

Cisco Routers

HP ML, DL, BL and SL Servers

Dell PowerEdge M630 Servers

Education

Associates in Computer Science

ITT Technical Institute

Computer Science

S.L. Community College

Diploma

Jordan High School