

Michael G. Bonisteel
(801) 560-1964 mbonisteel@gmx.com
www.bonisteelworld.com/resume.htm

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
Dell Switches	Cisco Routers	HP ML, DL, BL and SL Servers	
Dell PowerEdge M630 Servers			

WORK HISTORY

11/2019-4/2020 /Support Analyst /Marriot Vacation Club

- 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.

5/2019-9/2019 /Senior Analyst, IT-Telecom Engineering/Dell (Contractor)

- Deploy, configure and program Avaya Phone.

- Troubleshooting and resolving issues with the Avaya phones.
- Troubleshooting jack and port issues with relation to Avaya phones.
- Patch the jacks into the switch.
- Attend National and International meetings focusing on Avaya issues resolutions.
- Educate end user on how to log into Avaya phones.
- Created Word documents on how to be unplugged, move, setup phone.
- Assisted Managers with team moves from building to building.

5/2018-4/2019/Systems/Intermountain Healthcare/Telecom Specialist (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.
- 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.

12/2017-2/2018/Robert Haft/Sensapure/ IT Manager (Contractor)

- 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.

11/2015-1/2017 AMS Research/Dept. of Veteran's Affairs/IT Specialist (Contractor)

- 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.

5/2014-10/2015 Alta Medical Management/Salt Lake City, Utah/IT Specialist (Contractor)

- 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 employees 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.
- Programmed the Avaya's internet phones.

3/2010-3/2015 AdvancedMD Help Desk South Jordan, 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 of new software using Software Central.

5/2006-12/2009 Information Technologies III/ Salt Lake City/Vision Solutions(Company Left Utah)

- 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

4/2002-3/2006 Field Engineer Salt Lake City, 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.

6/1998-1/2002 Verizon Wireless/Information Technologies Specialist

- 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.

Education

ITT Technical Institute	Computer Science	Associates
S.L. Community College	Computer Science	1 year
Jordan High School	General Studies	Diploma