***Michael E. Vaca***

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**Career Objective:**

To get a desktop analyst position at “Prime Data,” and provide technical assistance and support for resolving minor and major problems associated with desktop and network.

**Summary of Skills:**

* Experience in installing and performing maintenance on hardware and software
* Sound familiarity with Windows and Linux operating systems
* Excellent knowledge of workstations installation and network communications
* Skilled in designing, managing, and resolving desktop system problems
* Ability to troubleshoot problems with computing resources
* Strong verbal and written communication skills with excellent ability to interact with staff

**Work Experience:**

Desktop Analyst

Secured Point Services, Binghamton, NY

October 2013 - Present

* Designing, installing, and troubleshooting desktop problems
* Planning and purchasing hardware and desktop machines for expansion program
* Creating email accounts for staff and providing them with log-in IDs and passwords
* Disabling email accounts of employees fired of resigned from the company
* Updating computers with necessary software and anti-virus
* Answering users inquiries related to software and hardware operations

Desktop Analyst

Tforce Group, Binghamton, NY

June 2012 - September 2013

* Provided technical support for solving complex network and desktop problems
* Analyzed and resolved problems hampering desktop PC systems and
* Planned configuration for desktop PC systems considering type of work performed
* Maintained and updated computers with latest anti-virus software
* Tested, installed, and repaired desktop systems and maintained records
* Purchased and maintained equipment and tools necessary for repair and maintenance of desktop systems

**Education:**

* Bachelor's Degree in Network Administration  
  Aspire University, Binghamton, NY  
  2011

**Reference:**

On request.