

Michael Tempesta

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SUMMARY

Dedicated and innovative young professional with related education, practicum, and experience to contribute to long-range operational objectives in a Help Desk Analyst role.

EDUCATION

Curry College, Milton, MA

Bachelor of Science; Graduation Date: December 2023

Major: Information Technology

GPA: 3.93

Bunker Hill Community College, Boston, MA

Associate of Science; Graduation Date: December 2015

Major: Network Technology & Administration

Concentration: PC Hardware, Health Information Networking, Health Information Tech, and Cisco Systems

GPA: 3.67

Eastern Nazarene College, Quincy, MA

Associate of Arts; Graduation Date: May 2014

Major: General Studies

EXPERIENCE

Core Education PBC, Quincy, MA

Help Desk Analyst (Managed Service ENC)

03/2024-Present

- Refreshed a computer lab with new software
- Assisted with a network jack issue in one of the dorms
- communicated with users using the ticketing system
- Assisted users over the phone with MFA issues

Eastern Nazarene College, Quincy, MA

Help Desk Analyst

08/2023-03/2024

- Refreshed a computer lab with new software
- Assisted with a network jack issue in one of the dorms
- communicated with users using the ticketing system
- Assisted users over the phone with MFA issues

Staples, Weymouth, MA

Technology Sales Supervisor

06/2019-07/2023

- Supervise over six employees per shift to ensure all tasks are accurately and efficiently completed.
- Assist customers in making an informed technology purchase along with a Staples Protection Plan.
- Perform maintenance/ repairs on over 25 personal computers by identifying problems and providing appropriate solutions to complete all work orders properly.
- Responsible for the opening and closing of the building while following all company regulations.
- Verified and handled all cash deposits to be transported to the bank.

Curry College, Milton, MA

Information Technology Intern

06/2021-08/2021

- Assisted with the day-to-day operations of the IT department Help Desk.
- Assisted with the summer inventory project.
- Learned about helpdesk software and how to use the software.
- Assisted over 25 users over the phone with their CoVerified login issues as well as other issues when called in.

Staples, Weymouth, MA

Technology Sales Associate

09/2015-06/2019

- Provided consulting services and responded to user inquiries about hardware and software operations.
- Troubleshoot and maintained over 65 cell phones with cracked screens; repaired and replaced hardware and power supplies.
- Installed software and operating systems on more than 25 computers monthly.
- Successfully sold 40+ computers /printers with Staples Protection Plans, PC Setup, and Virus Shield Plus Plans.

Eastern Nazarene College, Quincy, MA

Chapel Tech

09/2011-12/2013

- Controlled video system and slide projection system for weekly chapel service.

VOLUNTEER WORK

South Weymouth Church of the Nazarene, Weymouth, MA, *Technical Support*, June 2011-Present

- Troubleshoot any network and computer issues, maintain the Planning Center database, assist with live stream worship services, and maintain the website.

Weymouth Public Schools, Weymouth, MA, *Information Technology Desktop Deployment Facilitator*, May 2011

- Assisted the IT department with the installation of new desktop computers for the staff at the High School.

AWARDS & CERTIFICATIONS

CompTIA A+ Certification: ID #: COMP001020844540, May 2016

Bunker Hill Community College Departmental Award for Information Technology, May 2014

SKILLS

Technical Support, Microsoft Windows, MacOS, Office 365, Google Workspace, Networking Knowledge, Troubleshooting and Repair, help desk, problem-solving, detail-oriented, iOS, active directory, hands on, Customer Support, Antivirus Software, Hardware & Software Installation, Ticket Management Systems, Communications, Organizational Skills, Inventory Management, ZenDesk, patience.