

Michael Tempesta

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Weymouth, MA 02188

Help Desk Analyst

Dedicated and detail-oriented Help Desk Analyst with a strong background in IT support, troubleshooting, and system deployment. Proven ability to diagnose and resolve hardware, software, and network issues, ensuring seamless technical operations in educational and corporate environments. Experienced in ticketing system management, imaging computers using Ghost, Active Directory administration, and IT asset management. Adept at providing remote and in-person technical support, including MFA troubleshooting, network switch replacements, and software installations. Strong leadership experience from managing technology retail operations, supervising teams, and providing expert technology consulting to customers. Passionate about delivering exceptional user support, optimizing IT workflows, and maintaining high standards of system performance and security.

Areas of Expertise

- Technical Support & Troubleshooting
- Imaging & Deployment (Ghost, SCCM, etc.)
- Office 365 & Google Workspace Administration
- Multi-Factor Authentication (MFA) Support
- IT Asset Management & Inventory Control
- Customer Service & End-User Training
- Active Directory & User Management
- Network Troubleshooting & Configuration
- Live Streaming & AV Support
- Help Desk Ticketing Systems
- Hardware & Software Installation
- Windows & MacOS Administration

Education

Bachelor of Science - Major: Information Technology / GPA: 3.93 - Curry College, Milton, MA - 2023

Associate of Science - Major: Network Technology & Administration / GPA: 3.67 - Bunker Hill Community College, Boston, MA - 2015

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

Associate of Arts - Major: General Studies - Eastern Nazarene College, Quincy, MA - 2014

Professional Experience

Core Education PBC, Quincy, MA

2024

Help Desk Analyst (Managed Service - Eastern Nazarene College)

Configured and deployed computer images using Ghost to streamline software installations and system setup. Provided technical support for classroom IT issues, troubleshooting hardware, software, and connectivity problems. Assisted with IT decommissioning tasks during the closure of Eastern Nazarene College, including hardware retrieval and system shutdown.

- Successfully replaced a failed 48-port network switch, restoring connectivity with minimal downtime.
- Managed and resolved user support tickets efficiently through the ticketing system, ensuring timely issue resolution.

Eastern Nazarene College, Quincy, MA

2023 - 2024

Help Desk Analyst

Led the software refresh for a computer lab, ensuring seamless system functionality and updated applications. Diagnosed and resolved network connectivity issues, including troubleshooting a dormitory Ethernet jack failure. Provided remote and in-person technical assistance, guiding users through Multi-Factor Authentication (MFA) setup and troubleshooting. Managed IT support requests via the ticketing system, ensuring prompt and effective issue resolution.

- Imaged and deployed a full computer lab upgrade in preparation for the new academic year, ensuring students had access to the latest software.

Staples, Weymouth, MA

2019 - 2023

Technology Sales Supervisor

Facilitated customers in selecting and purchasing technology products, offering expert recommendations on hardware, software, and protection plans. Coordinated store opening/closing procedures, ensuring security protocols and company policies were followed. Handled and verified cash deposits, ensuring secure bank transfers.

- Conducted hardware diagnostics and repairs on over 25 computers, significantly improving store service efficiency.
- Supervised six+ employees per shift, ensuring smooth retail operations and customer satisfaction.

Curry College, Milton, MA

2021

Information Technology Intern

Delivered technical support to students, faculty, and staff as part of daily IT Help Desk operations. Gained proficiency in help desk ticketing systems, acquiring hands-on experience with industry-standard IT support practices. Aided with IT asset management, contributing to a summer inventory project by documenting and tracking hardware and software resources.

- Resolved 25+ user authentication issues, ensuring seamless access to essential systems and improving overall user experience.
- Performed hardware diagnostics and repairs on over 25 computers, significantly improving store service efficiency.

Staples, Weymouth, MA

2015 – 2019

Technology Sales Associate

Provided expert technology consulting, addressing hardware and software inquiries while recommending tailored solutions for customers. Diagnosed and repaired 65+ mobile devices, performing screen replacements, power supply repairs, and hardware troubleshooting. Installed operating systems and software on 25+ computers per month, ensuring optimal performance and security.

- Achieved 40+ successful sales of computers, printers, and protection plans by leveraging deep product knowledge and a customer-focused approach.

Prior experience as **Chapel Tech** at Eastern Nazarene College, Quincy, MA

Certifications

CompTIA Network+ Certification: Expected May 2025

PeopleCert ITIL 4 Foundation: Expected March 2025

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

Awards

Curry College Delta Chi Chapter of Epsilon Pi Tau, 2024

Bunker Hill Community College Departmental Award for Information Technology, 2014

Volunteer Work

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

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

Information Technology Desktop Deployment Facilitator - Weymouth Public Schools, Weymouth, MA, 2011

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

Technical Proficiencies

Microsoft Windows, MacOS, Office 365, Google Workspace, iOS, Active Directory, ZenDesk