

# Michael Tempesta

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Weymouth, MA 02188

## Help Desk Technician

Help Desk Technician with K–12 and higher education experience supporting end users, classroom technology, and network-connected systems. Skilled in Active Directory, Google Workspace, and hands-on troubleshooting of hardware, AV, and infrastructure components, including wireless access points and security systems. CompTIA A+ certified with growing experience in network and systems support.

## Areas of Expertise

- Technical Support & Troubleshooting
- Active Directory & User Management
- Endpoint Deployment & Configuration
- Hardware & Software Installation
- Microsoft 365 & Google Workspace
- Network Troubleshooting & Configuration
- MFA Support
- Windows & macOS Administration
- Ticketing Systems (IncidentIQ, Zendesk)
- IT Asset Management
- Customer Service & End-User Training
- AV & Live Streaming Support

## 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

Rockland Public Schools, Rockland, MA

2025 - 2026

### Help Desk Technician

K–12 IT support role supporting staff and students across multiple school buildings.

- Provided Tier 1/2 IT support in a K–12 environment, resolving account lockouts, password resets, and access issues across Active Directory and Google Workspace using IncidentIQ.
- Supported classroom and end-user technology, including Chromebook repairs, teacher laptop setup, and troubleshooting audio/visual issues.
- Maintained infrastructure systems, including the replacement of wireless access points and support of IP-based security camera systems with firmware management and troubleshooting.
- Performed hardware and operational support, including projector and bulb replacements, printer maintenance (toner/waste toner), and delivery of staff ID badges.

South Weymouth Church of the Nazarene, Weymouth, MA

2011 - Present

### IT Consultant (Volunteer)

Provide ongoing IT support and administration for network, AV, and infrastructure systems supporting church operations, including wireless and network-connected environments.

- Troubleshoot wired and wireless network connectivity issues across end-user and infrastructure environments.
- Support live streaming and AV systems for weekly services, including setup, troubleshooting, and reliability during live events.
- Maintain and update the website and support cloud-based systems, including Planning Center.
- Provide general IT support for staff, including hardware, software, and network-related issues.

Core Education PBC, Quincy, MA

2024

### Help Desk Analyst (Managed Service - Eastern Nazarene College)

Provided onsite IT support in a managed services environment, including endpoint deployment, classroom technology troubleshooting, and IT decommissioning during institutional closure.

- 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

Higher education IT support role delivering technical assistance to students, faculty, and staff.

- 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

Supervised retail technology operations while providing customer-focused technical support and guidance.

- Provided technical guidance to customers on hardware, software, and protection solutions, aligning recommendations with user needs.
- Conducted hardware diagnostics and basic repairs on 25+ computers, improving device turnaround and service efficiency.

Curry College, Milton, MA

2021

### Information Technology Intern

Supported Help Desk operations, providing technical assistance to students, faculty, and staff.

- Gained hands-on experience with help desk ticketing systems and standard IT support workflows.
- Assisted with IT asset management, contributing to a summer inventory project tracking hardware and software resources.

Staples, Weymouth, MA

2015 – 2019

### Technology Sales Associate

Provided customer-facing technical support and device troubleshooting in a retail environment.

- Installed and configured operating systems and software on 25+ computers per month, ensuring system performance and usability.
- Achieved 40+ successful technology sales by leveraging product knowledge and a customer-focused approach

## Certifications

**CompTIA Network+ Certification:** In Progress

**Google Workspace Administrator Certification:** In Progress

**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

**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