

MICHAEL J. SAKAL

199 Oakmont CT ■ Reading, PA 19607 ■ Phone: 610-777-3268 ■ Cell: 610-743-0239 ■ E-mail: msakal@ptd.net

DESKTOP AND NETWORK TECHNICIAN

Multi-certified technology professional with experience managing enterprise implementations of IT systems include installing, diagnosing, repairing, maintaining, and upgrading hardware and software. Install, configure, test, maintain, monitor, back-up and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop/laptop service levels.

Technology Summary

Certifications: CompTIA A+, Microsoft Certified Professional (MCP), Microsoft Certified Desktop Support Technician (MCDST), Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuring and Microsoft Windows Vista, Configuration, Microsoft Certified IT Professional (MCITP): Consumer Support Technician and Enterprise Support Technician, NCI – Certified Network Administrator, Physical Security Network Associate, SICT - Office 2000

Non-IT: Cablevision's and Comcast's Digital Train the Trainer, Dale Carnegie, DirecTV - Residential/Multi-sat, Honeywell Vista-20P, ASC Certified, Primestar Installation, SBCA Level 1 & 2, TCI - Residential Cable TV Installation

Systems: Windows 3.X/9X/NT/2000/2003/XP/Vista/7

Software: MS Office, Lotus Notes, Brio, CRM, Client Access, AS400, Norton Ghost, Manage Now, Proxy Host, Citrix and more

Professional Experience

INDEPENDENT IT CONTRACTOR (610) 777-3268 3/2005-Present

Desktop/Network Support Technician

Handle technical troubleshooting within an enterprise and private environments, including system crashes, slow-downs and data recoveries. Provide onsite and remote technical support for hardware, application and networks including backup, security management, system set-up, user account management, e-mail systems, internet access, office systems, applications support, hardware and software upgrades. Repair and build workstations, laptops, and mobile devices. Currently I am involved with IBM as Desktop Support Technician for VF, Inc.

THE SPY PLACE (610) 621-1275 11/2006-5/2007

Operations Director

Open and manage a retail store selling surveillance and detection equipment. Responsible for all aspects of operating the store including store design, product research, purchasing, advertising, sales, website design, alarm and CCTV installations.

SATELLITE SERVICES / ATLANTIC COMMUNICATIONS CORPORATION (888) 308-8838 5/2003-3/2005

Branch Manager / V.P. of Operations

Manage and direct operations of Pennsylvania & Connecticut Regional offices. Route and dispatch work assignments. Conduct both classroom and field training for DirecTV, Dish-Network, Residential Computer Networking and Home Theater installations. Manage Call Center for the Northeast US Division. Other duties include Installation Management; Payroll; Inventory Control; Investigate and resolve customer complaints; Quality Control; Create and Implement Technical Policies and Procedures; Receive, generated and maintain multiple reports.

CABLE LINE, INC. (215) 258-1380 3/2002-5/2003

Lead Technician

Route and dispatch work assignments for technicians. Distribute materials and supplies to contractors and employees. Hire and train technicians. Install cable modems, digital and standard cable service in both residential and commercial locations. Install Cat5 wiring and routers for residential network services. Traveled to several locations to start new contracts then hire & train local technicians in those areas.

LHR CABLE AND SATELLITE SERVICES (717) 317-1431 6/2001-3/2002

Director of Technical Operations

Assign pre and post construction installations. Responsible for maintaining status reports documenting project schedules and project costs. Duties include Installation Management; Routing; Damage Claims; Quality Control; Technician Field Training; Implementing Technical Policies and Procedures. Direct operations of cable installations, @ Home Modem Services, MDU rebuild, VSAT and Underground projects.

BROADBAND SERVICES, INC. / VALLEY ANTENNA & SATELLITE (800) 509-8501 2/1999 6/2001

Technical Support Manager / Site Support Specialist

Manage Technical Support Team. Directly oversee over 130 technicians in 51 counties throughout Pennsylvania, New Jersey, Delaware, Maryland and Virginia, as well as Technical Support Call Center. Resolve customer and technician inquiries and complaints. Other duties include Installation Management, Routing, Damage Claims, Quality Control, Technician Field and classroom Training, Implementing Technical Policies and Procedures, maintain company network server, desktop and laptop computers, generate and maintain multiple reports. Maintain a 25% average of resolving all trouble calls without a truck roll.

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Professional Experience - Continued

GLOBAL CABLE Project Manager – Satellite Division	10/1998-2/1999
PRIMESTAR / TIME WARNER SATELLITE SERVICES – Reading, PA Quality Control Technician / Dispatcher / Routing	10/1997-10/1998
INDEPENDENT CONTRACTOR Cable and Satellite - Installations / Service Cable, Primestar, DirecTV, Dish Network and C-Band	5/1993-10/1997
TCI CABLE, INC. – Key West, FL CLI / Service Technician	6/1992-5/1993
INDEPENDENT CONTRACTOR Cable – Rebuild / Installations / Service / Construction	8/1987-6/1992
FISHER ENTERPRISES – Reading, PA Sales Manager	(610) 779-4160 12/1883-8/1987

Education

Certification	Dec-2009	Microsoft Certified Technology Specialist: Windows 7, Configuring
Certification	Dec-2009	Microsoft Certified IT Professional: Consumer Support Technician
Certification	Dec-2009	Microsoft Certified IT Professional: Enterprise Support Technician
Certification	Dec-2009	Microsoft Certified Technology Specialist: Microsoft Windows Vista, Configuration
Certification	Dec-2009	Microsoft Certified Desktop Support Technician: Microsoft Windows XP
Certification	Nov-2009	Microsoft Certified Professional 2.0
Certification	Apr-2007	Honeywell Vista-20P
Certification	Mar-2007	Physical Security Network Associate
Certification	July-2004	SBCA Level 1 & 2 - Small Dish & Multi-Sat Installation
Certification	May-2003	Comcast's Digital Train the Trainer course
Certification	Sep-2002	Cablevision's Optimum Digital Train the Trainer course
Certification	Jan-2002	SBCA Level 1 & 2 - Small Dish & Multi-Sat Installation
Certification	May-2001	NCI – Certified Network Administrator
Certification	Oct-2000	A+ Computer Certification - CompTIA
Certification	Jul-2000	ComputerTraining.com - Microsoft Access 2000 - Intermediate
Certification	Jul-2000	ComputerTraining.com - Microsoft Access 2000 - Introduction
Certification	Jun-2000	DirecTV - Residential/Multi-sat Training
Certification	May-2000	Southeastern Institute of Computer Technology - Office 2000
Certification	Aug-1999	Hughes Network Systems - ASC Certified
Certification	Oct-1994	Primestar Installation Certification
Certification	Aug-1992	TCI - Residential Cable TV Installation Course – Tech I
Some College Completed	1981-1982	Penn State - Berks Campus - Computer Science Major
High School - Graduated	Jun-1981	Governor Mifflin High School - Shillington, PA
Vocational - Graduated	Jun-1981	Berks Vo-Tech West - Leesport, PA – Electricity
Certification	May-1980	Dale Carnegie

My Microsoft Transcript may be viewed at <https://www.mcpvirtualbusinesscard.com/VBCServer/MichaelSakal/profile>

Available for Relocation & Travel