Sakar Gabriel Michel

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IT Technician

- 6 Years providing IT Support
- Troubleshooting and repairing all computer related issues
- Resolving entry level network and printer issues
- Experience with computer office moves, office decommissioning, installing network switch, running cables from path panel to switch (Rack and Stack)
- Writing computer programs using computer programming languages
- Providing IT Support for high-net worth business: JPMorgan Chase, RWJBarnabas Hospital, Sanofi Pharmaceuticals through contracts and direct hire
- Enjoy solving technical problems and creating a great customer experience
- Achieved 100% percent customer satisfaction as a freelancer
- **CompTIA A plus, CompTIA Network plus, Google IT Support Professional certification**

WORK EXPERIENCE

Royal Communication Consultant, New York, NY,   **03/2025 – Present**
On-call Field Service Technician (Pier-Diem)
JPMorgan Chase 270 Park Avenue – New Headquarters Project
- Enhanced client access to information by supporting the installation and decommissioning of desktops, network equipment, and Cisco phones.
- Protected client assets and data by escorting vendors throughout the facility to ensure compliance with security protocols.
- Supported network troubleshooting and infrastructure upgrades by performing patch panel cable management and able infrastructure patching.
- Performed remediation and quality assurance (QA) testing of data and trader voice connectivity.

Urban League of Essex County, Newark, NJ,   **07/2024 - 08/2024**
Computer Building Instructor Summer Program,
- Inspire enthusiasm for learning, initiative to find the answers and team camaraderie amongst the students. Developed lesson plans to encourage active learning and team work based on my experiences being a student and with guidance from the CEO
- Imparted industry experience to scholars in grades 6 through 8 on how to build a computer. Provided 125 hours of instructions through hands-on activity where the scholars had to identity the different parts of the computer and assemble it.

RWJBarnabas HEALTH, Newark, NJ   **03/2022 – 05/2022**
Field Services Analyst
- Solved users' technical problems (tickets) submitted through Service Now. Asked clarifying questions to identify the problem, solved the problem, and follow up with users to ensure problem was resolved

- Resolved computer hardware and network problems by troubleshooting
- Setup computer hardware using an image and mobile devices (Androids and iPhones) using a guide.

Field Nation, New York, NY,   **04/2021 – Present**
IT Field Service Technician (Freelancer, Per-Diem)
Network Technician

- Provided support, security, and airflow for networking equipment by installing rail racks with colleague
- Setup easy access and maintenance for Cisco's switch by mounting switch to rack with coworker

Desktop Technician

- Created a computer network by patching cables from patch panel to switch
- Contributed to a successful computer office move. Disconnected, organized, labeled, wrapped, and packaged computer equipment for reconnection at new office.
- Solved Network connectivity issues through troubleshooting
- Performed asset management for printers (tested, labeled, and named printers both physically and digitally)

ORADA TECH, Hazlet, NJ,   **02/2021 - 12/2021**
Computer Repair Technician

- Diagnose and Repair Google Chromebooks issues pertaining to hardware, software and network problems

Sanofi's Pharmaceutical Project: Window 7 to Window 10, Migration: Assisted with migrating all laptops from Window7 to Window10, with no extended downtime

- Wiped computers hard drives using BLANCCO software and deployed computers using Windows 10 Provisioning
- Performed quality checks to ensure users had the software they needed.
- Created shipping labels and shipped out computers using FedEx online tool

Avtech Institute of Technology, Plainfield, NJ,   **05/2020 - 09/2020**
Full Stack Python Development Intern

- Gained an understanding of create, read, update, and delete (CRUD) operations in various industries, involving tasks like adding new users, reading information, updating user details, and deleting user records.
- Developed proficiency in creating Django projects using Windows PowerShell through selflearning via YouTube tutorials, resulting in reduced setup time for Django applications compared to using the PyCharm IDE.
- Worked on a team of 7 members through Zoom meetings to discuss project progress, new features, and bug fixes while addressing attendance feature issues by retrieving the student list from the database, guided by the project manager/lead.

St. Joseph's Church, Maplewood, NJ,   **02/2016 – Present**
Technology Assistant (Part-Time)

- Provide technical support for staff and congregation, related to laptops, mobile devices, projectors and email.

- Aid user with resting iPhone password after user forgot password. Guide user through Apple's iPhone password retrieve process. Assists user with installing screen protectors
- Sped up user's android phone. Remove pops up, google chrome notification and apps.

The Patrick School, Elizabeth, NJ,   **06/2012 – 06/2013**
Computer Repair Technician
- Installed, modified, maintained, and repaired hardware and software based on experiences and google searches.
- Worked with teachers, students and staff to resolved technical issues by identifying the problem and looking up the solution. Follow up with teachers, students, and staff to confirm problem was resolved. Achieved 100% customer satisfaction.
- Managed permissions, create/modify user accounts and passwords in Windows Active Directory

COMPUTER SKILLS:
Working Knowledge:
Programming Languages: C++, C, Kotlin, Java, HTML, CSS, JavaScript, Python, Git, SQL,
Tools and Frameworks: GitHub, JSON, MySQL Relational Database Management System, Restful API, RabbitMQ, Heroku, Apache, Render, Unity, XAMPP, Slack, Discord, Visual Studio, (Landesk), IT Support for iPhone devices, iOS, LAN, Chrome OS, PowerShell, WIX Studio for website creation

Proficient:
Installing, configuring, and troubleshooting Microsoft Windows, installing Linux operating systems, Using Linux's command line, creating virtual machines on Amazon AWS and Microsoft Azure, Adding computers to Microsoft's active directory, Configuring printers, Repairing laptops and desktop computers: Replacing laptop screens, CPU, RAM, hard drive and upgrading RAM, providing IT Support for Android mobile devices, providing Desktop Support, providing remote support, providing customer support, providing technical support, providing excellent customer support and care, communicating technical concepts to non-technical people, troubleshooting, asking the right questions to resolve technical issues
Tools: ping, traceroute, netstat, subnetting, Windows Remote Desktop, TeamViewer, Microsoft Teams, Microsoft Office, Word, Excel, PowerPoint, ServiceNow Ticketing System,

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TYPING SKILLS: 54 WPM

CERTIFICATION
CompTIA IT Operations Specialist   Jan 2022
CompTIA Network+ ce Certification   Jan 2022
CompTIA A+ ce Certification   April 2021
Google/CompTIA dual credential   April 2021
Google IT Support Professional Certificate   Jan 2019

EDUCATION

New Jersey Institute of Technology (NJIT), Newark NJ
B.S., Information Technology   May 2024

Essex County College, Newark NJ

A.S., Computer Science   May 2017

PROFESSIONAL AFFILIATIONS:

Member of American Computing Machine, Phi Theta Kappa Honor
Society

LANGUAGE SPOKEN: English, Haitian's Creole