

MICHAEL WINDER

SUMMARY

Enthusiastic professional with over 10 years of proven customer service skills, along with 3 years IT support within a healthcare setting. Possesses easily transferable skills such as organization, working with teams, and project management.

EDUCATION

Prairie State College, Chicago Heights, IL

- General Education

American Public University, Charles Town, WV

Information Systems Security - Cybersecurity

- Study of Information Security and related topics such as network security, Information Assurance, End-User computer security.

Wilmington University, New Castle, DE

Computer and Network Security

- Study of Computer and Network security techniques, and protocols.
- Completion of Virtual labs simulating real-world situations.

UW-Stout, Menomonie, WI

M.S – Information and Communication Technologies (Current)

- Study and research of multiple futures in relation to Information and Communication Technologies
- Demonstrated commitment to lifelong learning through participation in workshops, webinars, and self-directed study

CERTIFICATIONS

CompTIA A+, March 2022

Expires: September 2025

CompTIA Network +, July 2022

Expires: September 2025

CompTIA Security +, September 2022

Expires: September 2025

CompTIA CySA+, Currently Studying

Expected Completion: December 2024

WORK EXPERIENCE

[2023-Current]

Family Health Center of Marshfield

Desktop Administrator

- Assist in maintaining Microsoft 365 tenant.
- Create and maintain AD groups in Azure.
- Assist in overall maintenance of network and hardware within company.
- Adopt a mindset for change on demand as a new IT department is built.

[2022 – 2023]

Marshfield Clinic Health System

NOC Technician

- Provide technical level support for network and VoIP systems.
- Monitor data center critical infrastructure and facility.
- Initiate incident management & response for system issues.
- Investigate alarms received regarding WAN circuits and coordinate with circuit vendor.

[2021 – 2021]

Fleet Farm, Marshfield, WI

Sales Manager (2021 - 2021)

- Adopt a mindset that allows for change on demand.
- Adapt to company changes and train all current employees on these changes.
- Use merchandising skills and training techniques that are proven to be able to adapt to the ever-changing environment in the retail world.

[2014 – 2021]

Wal-Mart, Bentonville, AR

Field Project Coach (2018 – 2021)

- Work with project stakeholders to facilitate project completion within a set timeframe.
- Teach and train new hire employees on merchandising, operations, and other aspects of retail industry.
- Complete projects based on company standards and hold all stakeholders onsite to these standards.
- Adhere to strict budgets and deadlines to meet project goals before, during, and after project completion.

- Assist in managing multiple projects including Remodels, Expansions, and Special Projects. Work in conjunction with contractors and store management to complete daily and monthly projects.

Wal-Mart, Benton, KY

Assistant Manager (2016 - 2018)

- Adopt a mindset that allows for change on demand.
- Adapt to company changes and train all current employees on these changes.
- Learned valuable merchandising skills, training techniques, and proven to be able to adapt to the ever-changing environment.

Fresh Support Manager (2015 - 2016)

- Support operations in all Fresh areas of store
- Assist in customer service throughout the entire store.
- Help with supervisor duties in all areas of store functions.

Department Manager (2014-2015)

- Reset modular within assigned department to company standards.
- Complete daily tasks within assigned department
- Maintain in-stock in assigned department.

TLE Technician (2014-2014)

- By showing strong drive and urgency, I was able to move up quickly within the company.
 - Was responsible for completing service on customer vehicles per company guidelines.
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