Michael Bibelheimer

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EDUCATION

Masters of Divinity	The Master's Seminary, May 2015
Bachelor of Arts: Major in Religion	Northwestern, May 2010
Information Technology Course	CourseCareers, June 2023

CERTIFICATIONS

CompTIA Security+
Cisco Certified Network Associate CCNA
Microsoft Azure Fundamentals AZ-900 | Microsoft Administrator AZ-104 (In progress)
GRC Master Class – Dr. Gerald Auger

EXPERIENCE

Company: Fox Technology and Solutions (MSP)   July 2023 – Present
Title: IT Support Technician

- Installation and configuration of switches, IP Phones, Wi-Fi AP's, IP Cameras, printers, and UPSs.
- Troubleshooting IP connectivity between end points, servers, VPNs, and overall network.
- Life cycle management utilizing Life Cycle Insights.
- Installation of Cat6 cabling and conduit between network racks and access ports including terminations.
- Management of users and groups through Azure and M365.
- Management of users through on-premise Active Directory.
- Providing help desk support and assisting clients with IT requests including remotely logging into devices.
- Imaging new workstation computers for users, and installing line of business software for productivity.
- Increased company's documentation of standard operating procedures by 2x.
- Creating new user accounts on AD and providing M365 licensing assignment. Setting up and moving workstations.
- Processing procurements for hardware requests including quotes, sales orders, and purchase orders.

Company: Gavin de Becker and Associates (Executive Protection)   April 2018 – June 2023
Title: Senior Team Leader

- Developed confidential e-files for the team, enhancing lookup efficiency by 30% over paper copies.
- Implemented security systems, improving security effectiveness 5x by procedural development and team training.
- Established a Command Center security detail in 2021, boosting security and client satisfaction through team training.
- Monitoring multiple security systems for various properties to include alarms, cameras, early detection beams, and PA systems by creating procedures and training the team. This resulted in 5x improved security effectiveness for notifications, response, and communications.
- Conducted regular internal site audits according to company policies and making improvements, this achieved high quality score when audited externally.
- Created a weekly backup process for confidential files to ensure asset protection and reduce risk of data loss.

Company: Cornerstone Church   October 2015 – August 2017
Title: Youth Director

- Effectively led a large group of adult volunteers by conducting group trainings and personal mentorship which increased parent satisfaction by 50% through increased communication and organization.

SKILLS AND TECHNOLOGIES

Microsoft Azure, PowerShell, Bash, Linux, JSON, Arm Templates, Bicep, Network Communications (ARP, DHCP, VLAN, Layer2/3, Routing, UDP/TCP, SSH, wireless), Entra ID, IAM, Firewalls & NSGs, Azure, Active Directory On-Premises, Virtual Machines, DNS Server, Virtual Networks, Microsoft Office Suite, Python, Cloud Computing, Sharepoint.