

MIKE DELORME

TECHNICAL SKILLS

Operating Systems & Endpoints

macOS, Windows, iOS, Apple hardware diagnostics and repair

Endpoint Management

Mosyle MDM deployment and administration

Security & Identity

KnowBe4, GAM (Google Workspace), phishing remediation, audit-log review, after-action reporting

Server & Virtualization

Windows Server 2022, Hyper-V, VMware ESXi

Core Infrastructure

Active Directory, DNS, DHCP, Windows Print Services

Printing

Windows Print Server, PaperCut administration

Networking

LAN troubleshooting, network rollout planning, new-construction technology support

Support Operations

Tier 1 and Tier 2 troubleshooting, ticket triage, SLA-driven prioritization, escalation management, customer communication, stakeholder management

Tier 2 Help Desk Support Technician

Worcester, MA 508-667-9346 delorme.m@gmail.com

SUMMARY

Tier 2 Help Desk Support Technician with 18+ years of customer-facing technical support and service experience, including Apple hardware diagnostics and repair, endpoint management, education technology support, network troubleshooting, and Windows server administration. Known for resolving ambiguous issues, handling escalations calmly, and explaining technical information clearly without talking down to end users. Experienced supporting approximately 1,500 endpoints across multi-site school environments.

EXPERIENCE

Support Technician Tier 2

OuncelT

2024 - 09/2026

Worcester, MA

- Provided Tier 1 and Tier 2 support for approximately 1,500 managed endpoints, along with associated network and server infrastructure.
- Resolved escalated support issues from end users and internal team members involving macOS, Windows, printing, MDM, networking, and server services.
- Triaged and prioritized approximately 50-100 support tickets per week according to business impact, scope of disruption, urgency, and established SLA requirements.
- Supported the company goal of providing an initial end-user ticket response within two business hours; communicated status, next steps, and realistic timelines when additional investigation or escalation was required.
- Prioritized campus-wide outages ahead of isolated issues with available workarounds - for example, a campus printing outage took priority over a single user unable to reach one printer while others remained available.
- Participated in planning network rollouts for new-construction projects.
- Led deployment of two new Mosyle MDM environments.
- Performed patching and maintenance for Hyper-V, VMware ESXi, Windows Server 2022, Active Directory, DNS, DHCP, and print services.
- Provided phishing response and remediation using the KnowBe4 platform and GAM, including message remediation and audit-log review; wrote after-action reports once incidents were resolved.

Engagement Lead

OuncelT

2020 - 2024

Worcester, MA

- Served as the client-relations manager for assigned school technology stakeholders.
- Led recurring client touch-base meetings to discuss emerging issues, identify future technology needs, and plan capital-expenditure projects.
- Communicated hardware and software replacement timelines to help clients anticipate lifecycle and budget requirements.
- Coordinated support priorities and expectations between client stakeholders and internal technical teams.
- Continued providing technical support while maintaining ownership of client relationships and service delivery.

EDUCATION

Certificate in Graphic Design

Mount Wachusett Community College
Gardner, MA
Additional college coursework

PROFESSIONAL DEVELOPMENT

Studying for Microsoft AZ-305: Designing Microsoft Azure Infrastructure Solutions

Learning REST API concepts and integration fundamentals

STRENGTHS

Technical troubleshooting and resolving ambiguity

Customer communication and escalation management

Translating complex technical information for nontechnical users

INTERESTS

Woodworking and furniture building

EXPERIENCE (CONTINUED)

Support Technician Tier 1

OuncelT

03/2018 - 2020

Worcester, MA

- Delivered first-line end-user support for three schools serving approximately 1,000 students and 500 staff members.
- Supported macOS hardware and software troubleshooting, print management, Mosyle MDM administration, and basic network troubleshooting.
- Administered Windows Print Server and PaperCut to maintain reliable printing services.
- Triaged incoming incidents and requests based on user impact, service availability, urgency, and available workarounds.
- Communicated clearly with end users throughout troubleshooting, providing acknowledgment, status updates, next steps, and resolution details.

Genius / iPhone Technician / Sales Associate

Apple Retail

2008 - 2018

Natick, MA

- Progressed from Full-Time Sales Associate to iPhone Mobile Technician and Genius through technical performance, customer service, and diagnostic expertise.
- Triaged customer device issues, performed iPhone hardware repairs when appropriate, and delivered high-quality support during scheduled in-person appointments.
- Regularly handled complex or ambiguous customer concerns because of strong technical judgment and ability to explain solutions clearly.
- Participated in Apple's Lead Genius Experience program, supporting customer experience operations in the front of house and repair workflow operations in the back of house.
- Managed customer escalations and provided peers with constructive, specific performance feedback.
- Participated in region-wide planning calls and execution activities supporting Apple's iPhone Battery Repair Program.