

# Michael Sean Burch

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## Objective

IT Professional, with over 20 years of experience in customer service, seeking a network/system administrator, software development or security analyst position, where I may utilize my new education and professional work experience.

## Education

### **Michigan State University**, East Lansing, MI

Member of Phi Kappa Phi Honor Society

Member of Golden Key Honor Society

Bachelor of Computer Science

Anticipated December 2024

### **Blue Ridge Community and Technical College**, Martinsburg, WV

Member of Phi Theta Kappa Honor Society

Associate of Applied Science in Cyber Security

May 2020

GPA 4.0 Honors

Associate of Applied Science in Computer Network

Engineering Technologies (CNET)

May 2020

GPA 4.0 Honors

Associate of Applied Science Board of Governors

August 2018

GPA: 3.5 Honors

### **Purdue University Global**, Online

IT Courses

2006 – 2008

## Certifications

CompTIA Security+ Certification

In Progress

CCNA Certification

In Progress

## Experience & Skills Technical

- Researched the need and how to provide Network Security across a domain from cyber-attacks.
- Planned, documented, and created a working network of a three-story building for a Capstone Project.
- Troubleshoot and maintained proper network connectivity through use of entered commands and system logs.
- Built, tested, and configured desktop computers and supported peripherals and software.

## Customer Service

- Engaged with over 100 customers daily, to provide answers to questions and resolve any disputes that arose during their visit.
- Maintained proper customer information and made any needed adjustments through use of a computer system.

## Management

- Directly supervised 6 to 18 (rotations) employees daily during a normal shift.
- Ensured 100% asset protection of company property totaling \$200,000.
- Developed, coached, and trained 230 employees of any new policy, and procedural changes quarterly.

## Experience

Table Games Floor Supervisor | Penn National Gaming | November 2010 – February 2018

Table Games Dealer | Firekeepers Casino | April 2009 – November 2010

Wideband/Satcom Technician | United States Air Force | 1999 – 2002

Held a TOP SECRET security clearance while in the service.