

## Michael Looby

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### Certifications

- Coursera Google IT Support - 2023

### Skills Summary

Customer Service, Safety Procedures, Basic PC Troubleshooting. Knowledge in html, css, javascript, json.

### Professional Experience

#### **Sheltair Aviation Oct 2021 - Present** Line Service Technician • Pompano Beach

Responsible for ensuring of all, performing routine checks & maintaining certain availability among jets, while providing outstanding customer service, interacting with staff members, assessing pilots & attendant, while ensuring that a safe environment is present at all times and service needs are met. Carry out detail-oriented responsibilities, such as ensuring fuel trucks are stocked & prepared to distribute fuel, performing quality control checks, making sure fueling is handled safely & efficiently & reporting any visible damage to aircraft. In charge of the guidance, towing & parking of aircrafts, while simultaneously handling the arrival & departure of jets.

#### **National Jets Air Center Dec 2018 - Oct 2021** Line Service Technician • Fort Lauderdale/ Hollywood International Airport

Responsible for ensuring of all, performing routine checks & maintaining certain availability among jets, while providing outstanding customer service, interacting with staff members, assessing pilots & attendant, while ensuring that a safe environment is present at all times and service needs are met. Acting as liaison for computer issues relating to connecting on-site workstations to the network and troubleshooting printer issues to include fixing printer queues, & clearing paper jams, while posing strong computer skills needed involving Microsoft Office products & point of sale programs.

## Education

2014 • High School Diploma

### **Western Governors University**

2027 • Currently Enrolled in Bachelor's Program - Software Engineering