‍‍Micah Clarke

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**Versadial: November 2015 - Present**

Technical Account Manager

* New business acquisition, direct client and reseller relationship development

Support Technician

* Provided technical support for the company product, ranging from configuration assistance to network troubleshooting to administrator training

Order Processor

* Solely responsible for all shipping and receiving, returns, system configuration, etc.

**Amazon: August 2012 - November 2015**

Problem Solver

* Responsible for catching and correcting virtual and physical receiving and shipping errors
* Developed an equation to determine the amount and type of work necessary for each shift
* Daily use of attention to detail skill in order to mitigate errors

**Full Sail University: Bachelor of Science, Video Game Development**

* Attended: 2006 - 2008
* Major Coursework: C++ OOP, Software Architecture, Calculus, Physics, Artificial Intelligence, Assembly, DirectX, OpenGL, Java, C#, Maya, Unreal Engine 2004.

**Software**

* Word, Excel, Google Docs, Outlook
* Adobe Dev Suite (Photoshop, Premiere, AfterEffects, Audition)
* Microsoft Dev Kits (C++ and C#)
* Android SDK (Java)
* Wireshark (VoIP troubleshooting)
* VSLogger (Call recording program)

**Sales**

* New business acquisition and partner development at Versadial in Irvine, CA
* Promotion and client outreach for startup advertising company in Burlington, KY
* Door-to-door residential sales of discount packages for local businesses in Westchester, OH
* Retail, specializing in computers and cameras at Circuit City
* Over the phone sales integrated with tech support and customer service for Convergys