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| **MICHAEL T DAVIS** | 614 Lelant Ct  Las Vegas, NV 89178  md94583@yahoo.COM  (925) 623-3754 | |
| **EDUCATION**  **Information Technology, Associates of Arts** August 1986 – June 1988  **Los Positas Collage, Livermore**, California  GPA 3.8  Studies focused in IT, Computer technologies, technical planning, and business case analyses. Created working prototypes for numerous desktop systems.  **Computer Science, Bachelor of Science** August 1988 – December 1990  **Heald Institute of Technology**, Hayward, California  GPA 4.0  Specialized in Human Interface Design and Computer Networking areas. Contributed to team projects, to create simulated real-world applications.  **EXPERIENCE**  **Lead Technical Support Specialist**  December 2015 – June 2020  **MXR Imaging**, Stockton, California  Department lead of phone Ultrasound Service Support. Duties include providing technical support over the phone. Answering all technician questions and providing parts recommended to complete repair. Managing customer complaints. Understand Ultrasound Imaging Technology. Remain knowledgeable of company products, service offerings, current industry products and technology. Exceeding all daily requirements in support tickets including follow up. Writing and updating training manuals for both printed material and Power Point presentations. Writing ‘Tips and Tricks’ column for published periodicals.  **Lead Technician** February 2010 – November 2015  **Digital Storm**, Fremont, California  Department lead of phone technology department. Duties include providing technical support over the phone. Answering all customer questions and complaints. Training new hires. Managing customer complaints. Scheduling phone staff to insure adequate coverage without overstaffing. Understand PC Technology. Remain knowledgeable of company products, service offerings, current industry products and technology. Exceeding all daily requirements in closed support tickets. Ensuring all support customers are contacted during the day. | | **Certifications**  A+  Security +  Network +  MCSE  MCSA  MCITP XP  MCTS Vista  MCITP Server 03  NSE  NSA  I**n Process**  CCNA  MCITP Server 08  Proficient in  Word  Excel  Power Point  Outlook  Office |