

Michael Dixon

Experienced IT Professional/Programmer

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Summary

Seasoned tech expert with 5 years in IT support with a focus on complex network structure and data movement for enterprise businesses who focuses on making the computer work for you through experience, automation, and the ability to scale to the needs of the business and has a strong focus on machine learning and AI.

Experience

Network Engineer

12/2023-Current

Arcavios LLC

Columbia, MD

Arcavios LLC is an AI startup that is in the process of VC funding that was in need of an enterprise setup.

- Network setup from the ground up
- Cloud Computing and Management setup on AWS and Azure
- Coding pipeline GitHub, Docker, React

Tier-3 Helpdesk Engineer

12/2021 – 12/2023

Shipshape IT

Kensington, MD

Shipshape is a small managed service provider that supplies on-demand technical know-how to 120+ medium to small businesses in the DMV area.

- Maintained domains, network structure, email servers, firewalls, enterprise software, servers, and web-hosting
- Automated our ticketing system to fill-in details automatically
- Mentored Tier-1 and Tier-2 engineers on all topics focusing on network and security

Tier-2 Helpdesk Engineer

3/2018 – 12/2021

Food and Drug Administration

Silver Spring, MD

Working IT for the FDA during the covid pandemic was an opportunity to support the people who were on the frontlines of vaccine and treatment research

- Supporting doctors through software support, desktop support, and workflow optimization
- Self-managing the desk during night-shift from 4pm to 4:30am
- Teaching necessary software and systems to tech-avoidant doctors and contractors

Personal Projects

Web scraping and Helpdesk Ticket Auto filling

Creating a python web scraper to login through HTTPS to our company site and create a small JSON file with pertinent user information like email and assigned computer. Then using JavaScript to create a chromium extension that scans our ticketing page for new tickets and edits in the new information automatically.

Machine Learning and AI Creation

Using publicly available information databases to create neural networks in python with TensorFlow and PyTorch. One network was for simple LLM word prediction, another was for using OCR to identify texts from a video feed and identifying Magic: The Gathering cards.



Strengths

★ Critical Thinking

From teaching, to troubleshooting, to programming. Looking at how what I'm doing will affect other systems has always been a top priority

★ Technical Writing

I have cultivated the ability to explain complex problems and concepts to individuals at all levels

Achievements



Self-Taught Programmer

Starting with general automation and moving to web scraping and network automation. It has taken time, but its become a passion to refine these skills



Personal Cloud Provisioning

Self-taught Amazon Web Service admin who is hosting my own website and apps on the cloud using enterprise-level best practices

My Tech Stack

Python – Advanced
JavaScript – Advanced
NodeJS – Intermediate
Django – Intermediate
React – Intermediate
SQL – Intermediate
CSS – Intermediate
HTML – Intermediate
AWS – Intermediate
C++ – Beginner