Michael Dixon

5421 El Camino Columbia. MD 21044 (301) 448-0220 michael.s.dixon211@gmail.com

I’m an IT professional who has worked on most stages of the helpdesk with an eye for networking and automation. Most familiar with ServiceNow and SpiceWorks I have written extensions for SpiceWorks and scripts and programs to streamline the troubleshooting process.

Experience

Helpdesk Engineer at Shipshape IT

December 2021 to October 2023

Working at a Managed Service Provider (MSP) allowed for me to jump in the deep end on most systems from high-end enterprise servers to ad-hoc small business setups. We supported over 100 businesses across the DMV in all aspects from Active Directory, Cloud Setup, System troubleshooting, wireless network troubleshooting, firewall monitoring and setup, VPN setup, and Office 365 Administration. I personally worked with Python and JavaScript to automate some of our depreciated systems.

FDA Contractor with Apex Systems, Symposit LLC

March 2020 to December 2021

During the pandemic I was supporting the people who most needed it. Working the graveyard shift during the weekends to do so. I was able to work on many problems from simple software errors to network failures and issues with international travel. I cut my teeth in the industry when most of my veteran colleagues said it was the hardest time to do so. I used the time to study everything I could and stand out for taking the tough tickets.

Education and Certification

B.A. English-Technical Writing from University of Maryland, Baltimore County

Teaching English as a Second Language (TESL) Nov 2017

Comptia A+, January 2021

Comptia Net+, January 2022

Microsoft OS Basics

Microsoft Network Basics

Microsoft Security Basics

Microsoft Outlook 2016 Expert

Scientific Computing with Python, Freecodecamp.com February 2023

Projects

Ticket-filling Chromium extension

My job at the time was on an old version of a ticketing system and the internal database had not been updated for years. This meant tickets would take awhile to fill in as we had to go to our internal site to confirm client details from the email that sent it.

I used Python to send an HTTPS request to our website, store and pass the cookies to keep the credentials for the open session and subsequent requests. I then scraped the 100+ tables we had on different pages of customer information that was needed for the tickets. After that, I created a JSON database with the scraped info after some minor data cleanup to account for the tables not being uniform.

Then using JavaScript I created a chromium extension that would wait for the “edit” element to be pressed on our ticketing site. It would scan the email on the ticket, then reference the JSON database to fill in the required fields and change the ticket title.

Link to Project

Stock Trading Bot

One of my first ideas after learning enough Python to be dangerous was this stock trading bot. The core-idea was for the bot to act like a day trader, buying when stocks we’re going up, presuming they would continue to go up, and selling when they would start to go down.

The bot pulls from the Robinhood API the top 100 stocks current price every 30 seconds under my account. It would then put all stocks into their own class with a memory of the last 5 ticks. If the stock had gone up for the last 5 ticks. It would buy it and if it had gone down for the last 3 ticks it would sell it taking into account the amount of money that the account had to use.

Overall the stock bot currently loses money as the algorithm is simple and I needed to add a lot of constraints to not be flagged as a bot by Robinhood, but I was proud that it taught me to optimize different portions of the project such as buying more of a stock if it had a larger increase and would divide out available funds based on the amount of the top 100 stocks that were going up during a buy command without exhausting the pool of available funds every time.

It also taught me testing as I had created a very simple database to test the bot when the markets were closed.

Link to Project