

**Michael Jolley**  
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**QUALIFICATIONS**

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- 6+ years in IT support and troubleshooting
  - Proficient in virtualization and hardware maintenance
  - Committed to cybersecurity best practices and system protection
  - Proven ability in IT asset tracking and inventory auditing
  - Effective team leader with strong communication skills
  - Certifications in Dell Client, ManageEngine, PowerShell, and Cybersecurity fundamentals
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**COMPUTER SKILLS**

- |   |   |                                       |
|---|---|---------------------------------------|
| • System Maintenance and Patch Management | • Software Deployment and Configuration | • Service Desk Operations             |
| • Hyper-V Virtualization                  | • Hardware Diagnostics and Repair       | • Technical Writing and Documentation |
| • Active Directory Management             | • IT Systems Auditing                   | • Technical Support Expertise         |
| • Endpoint Security Management            | • PowerShell Scripting                  | • Windows Desktop OS Administration   |
| • VMware Virtualization                   | • Network Management and Optimization   | • ManageEngine Expertise              |
| • Proxmox Virtualization                  | • HTML/PHP/CSS/JavaScript               | • IT Team Leadership                  |
| • Linux and Bash Proficiency              | • Python Programming                    | • Critical Infrastructure Management  |
| • Windows Server Administration           | • C# with .NET Development              |                                       |
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**Library Assistant**

02/2011-05/2012

*Hickman County Public Library*

- Primary Responsibilities Included Operating library software for account system and filing
- Created customer accounts and maintained filing system
- Provided customer service by phone and in person
- Performed repairs on computers as needed
- Taught Microsoft classes
- Taught computer basics classes

**Information Technology Resource Consultant I**

05/2014-09/2014

*Darla Moore School of Business*

- Setup network printers and Devices
- Fixed rudimentary computer errors
- Setup VMware thin client devices
- Installed, maintained, and updated computers
- Computer file recovery/whipping
- Provided IT support by phone, computer, and in person
- Instructed faculty/staff on how to operate new software
- Maintained Security/Virus Software on devices and servers
- Setup VoIP Phone systems

**Crew Member**

08/2015-02/2018

*Trader Joes*

- Operate Point of Sales
- Stock Shelves and cooler
- Operated various computer programs
- Customer Service for customers in person and by phone
- Operated Systems Tracking for Inventory/Ordering
- Assisted in Store Inventory Audits

**Senior Teller**

02/2018-08/2019

*Security Federal Bank*

- Conduct transactions appropriately to customers' accounts
- Provide support to customers and non-customers
- Operating banking computer programs
- Conduct Branch/Teller/Security Audits
- Tracked Inventory cash/supplies for audits and ordering systems
- Operate in a Back-up Head Teller capacity
- Customer Service Call Center

**Information Technology Support Assistant**

06/2019-08/2019

*Security Federal Bank (Temp)*

- Assisted in the Deployment of Microsoft Windows software
- Computer software upgrades including Microsoft office
- Provided assistance to employees on operating new software

**IT Technician III (Temp)**

09/2019-03/2020

*South Carolina Department of Motor Vehicles*

- Provide Support for users and user workstations
- Provide tier 2 Desktop hardware and software support
- Resolve network connectivity problems / Configured network interfaces on end-user workstations
- Provide advanced desktop troubleshooting support for common desktop applications including Microsoft office products as well Internet browser software

- Troubleshooting support for Agency specific software
- Hardware troubleshooting, repair, installation, configuration and hardware resolution of desktop workstations, laptops and associated peripheral devices
- Process Monthly Internal Equipment Audits

#### IT Services Specialist III

03/2019-06/2020

##### *South Carolina Department of Motor Vehicles*

- Provide Support for users and user workstations
- Provide tier 2 Desktop hardware and software support
- Resolved network connectivity/ Configured network interfaces on end-user workstations
- Provide advanced desktop trouble-shooting support for common desktop applications including Microsoft office products as well Internet browser software
- Trouble-shooting support for Agency specific software
- Hardware troubleshooting, repair, installation, configuration and hardware resolution of desktop workstations, laptops and associated peripheral devices
- Operated IT inventory room and IT surplus
- Organized/Audited inventory deliveries and shipments
- Provided inventory support for IT Technicians on call and field deliveries
- Conducted monthly inventory audits of all technicians and of IT inventory room

#### IT Technician III

06/2020-Current

##### *South Carolina Department of Motor Vehicles*

- Provide Support for users and user workstations
- Provide tier 2 Desktop hardware and software support
- Resolve network connectivity problems / Configured network interfaces on end-user workstations
- Provide advanced desktop troubleshooting support for common desktop applications including Microsoft office products as well Internet browser software
- Troubleshooting support for Agency specific software
- Hardware troubleshooting, repair, installation, configuration and hardware resolution of desktop workstations, laptops and associated peripheral devices
- Lead Technician for seven upstate DMV Branches Completing upgrades, equipment repairs, and software support
- Process Monthly Internal Equipment/Branch Audits

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#### EDUCATION

Airport High School  
West Columbia, SC

Graduated 2014

- GPA was 3.557
- Vocational courses in Business/Financial
- Vocational Courses in Technology

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#### ACCOMPLISHMENTS/CERTIFICATIONS

##### Customer Service Award

- Awarded 2018

##### Employee of the Month

- Awarded 2022

##### Certificate of Appreciation

- Awarded 2023 - State-Wide Technology deployment

##### Certificate of Appreciation

- Awarded 2024 – State-Wide Tablet Reformatting/Imaging

##### Certificate of Appreciation

- Awarded 2024 – Agency Reorganization Project

##### Dell Certification

- Dell Client 2019; Certified Technician

##### Automating Administration with Windows PowerShell

- Successfully completed course through Global Knowledge GK# 6457L Vendor# M10961

##### ManageEngine Certified Product Associate

- Successfully obtained a certificate from ME for Product Knowledge and ability
  - Certificate ID MECP0030375

##### The Complete Cyber Security Course: Hackers Exposed

- Successfully obtained a certificate for Cyber Security concepts and hacker techniques