

# Michael Ikonomou

**I'm a hard worker and a fast learner, and all I want is the satisfaction of success and development.**

Minneapolis, MN

## Work Experience

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### **PC Maintenance Technician III**

OceanTech - Minneapolis, MN

October 2022 to Present

I diagnose/repair/refurbish pallets of Asus, Acer, Dell, HP, Lenovo, Motorola, and Apple devices. Catalog and collect useable parts from devices that are too far gone. Perform safe and responsible handling and wiping of end-user data from refurbished tech, and thorough evaluation of potential sold device's condition and value.

### **C++ Developer, Game Designer**

IkonicRez Studios - Minneapolis, MN

February 2020 to Present

I work with a small team to develop applications, design game titles, create 3d meshes and models, create graphic design logos and textures, and create digital special effects. Currently we have two products released with two more large projects in their final stages.

### **PC Technician**

Trafera - Saint Paul, MN

January 2022 to September 2022

I perform warranty services and OEM diagnosis and repair for Acer, Lenovo, HP, Dell, and apple devices, as well as a large volume of Chromebooks. My record is fifty-one devices in one shift, I average thirty device repairs a day. The repairs are often software related, but most are physical or hardware replacement and teardown. I have repaired more devices than anyone else on shift daily, while helping staff around me with troubleshooting questions, good practices and more efficient repair methods. I consistently exceeded and occasionally double the performance compensation bonus past the maximum tier. I wrote a calculator script for my coworkers that improved productivity and helped them track their bonuses, wrote documentation for complex repair procedures, and am in the process of developing a universal shim. Certified by HP, Lenovo, and Dell.

### **PC Repair Technician**

Project Pathfinder, Neal LLC. - Minneapolis, MN

August 2018 to January 2022

I take bulk orders of laptops, desktops, phones and more for my clients, and troubleshoot and perform necessary repairs and QoL improvements. These improvements and repairs are often software related, however a fair amount of them are internal hardware issues, which I enjoy fixing quite a bit.

### **Line Lead**

Public School 310 - Culver City, CA

July 2017 to August 2018

Lead four stations to ensure orders came out quality and on time while working days with \$16,000 volume, worked any station that was unmanned, assisted chef in new menu rollouts, last person out. Did everything that needed to be done in the entire kitchen, as efficiently and with as much quality as possible.

## Education

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### **High school diploma**

Princeton Senior High School - Princeton, MN

August 2009 to May 2010

## Skills

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- C++
- Application Development
- Communication skills
- Technical support
- Computer skills
- Creative writing
- Content creation
- Content development
- Unreal Engine
- Microsoft Excel
- Microsoft Powerpoint
- Computer graphics
- Blender 3D Modeling
- Audio/Video Editing
- Team management
- Greek
- Software Development
- Continuous improvement
- Customer service
- Application support
- Customer support
- Help desk
- Assembly
- Windows
- Desktop Support
- Software Troubleshooting
- Software Testing
- Agile

- Windows Remote Desktop
- Diagnostic evaluation
- Linux
- Python
- React Native (Less than 1 year)
- CSS (Less than 1 year)
- Operating Systems

## Languages

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- Greek - Intermediate
- English - Fluent

## Certifications and Licenses

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### **Unreal Game Development**

August 2021 to Present

Certified Unreal Game Developer, trained in Animation, Modeling, UMG, AI, Environment design, World Composition, Third party Integration, Naming Conventions, Blueprinting, Complex and Advanced Materials and Textures.

### **Intro to CS and programming with Python**

October 2022 to Present

This was an MITx course that I wanted to take to really solidify my understanding of the fundamentals of programming. On top of a thorough course on Python, it also included advanced concepts like algorithmic complexity, plotting, and more.