

Michael Jones

Michael.Jones_2020@icloud.com

424.555.1212

Objective

To obtain a help desk position within a company that values resourceful employees and will utilize my strong technical, organizational, and leadership skills, while providing a superior customer experience.

Technical Skills

- Aloha Point-of-sale Software
- Java
- Microsoft Word, Excel, PowerPoint, and Access
- Wireless LAN Setup
- Yardi Property Management Software

Education

University of America, Bachelor of Arts, 2019

Interdisciplinary studies emphasis in Informatics and Educational Leadership

Professional Experience

Real Estate Properties and Investments, Los Angeles, CA

MAY 2020 to present

Desktop Support Analyst

- Maintain the company's LAN. Responsible for installing property management software and Microsoft Office tools.
- Improved company's accounts receivable process by implementing direct deposit (lockbox).
- Create and maintain a system to reduce manual processes and status reporting processes.
- Maintain PCs and create Excel spreadsheets.

Mattel, El Segundo, CA

MAY 2019 to AUG 2019

Point-of-Sale IT Support Technician (Internship)

- Provided IT support for all point-of-sale (POS) terminals at the Mattel Toy Store to ensure all devices (credit card machines, registers, turnstiles, and printers) were operational.
- Tested system enhancements prior to installing into the production environment.
- Ensured backup devices were operational and ready for deployment.

Volunteer and Leadership Experience

Los Angeles Kiwanis Club

AUG 2018 to MAY 2020

- **President:** 2020. Received recognition from the Governor of Nevada for outstanding leadership and service. Lead and organized local and district community service activities.
- **Divisional Assistant:** 2019 to 2020
- **Vice President of Administration:** 2018 to 2019

University of America Project Leadership House

AUG 2017 to MAY 2018

- Served as Vice President of the Leadership Floor. Performed various community service activities, including feeding people through the Meals on Wheels program, organizing group spirit events, and participating in the Save Our Beach cleanup activity.