

Michael Jones

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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.

Computer/Technology 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

Interdisciplinary Studies emphasis in Informatics and Educational Leadership

Professional Experience

Real Estate Properties and Investments, Los Angeles, CA

MAY 2015 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 2012 to AUG 2013

Point of Sale IT Support Technician (Internship)

- Provided IT Support for all Point of Sale terminals (PoS) 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 back up devices were operational and ready for deployment.

Volunteer/Leadership Experience

Los Angeles Kiwanis Club

AUG 2008 to MAY 2013

- **President:** 2012 to 2013. Received recognition from the Governor of Nevada for outstanding leadership and service. Lead and organized local and district community service activities.
- **Divisional Assistant:** 2011 to 2012
- **Vice President of Administration:** 2010 to 2011

University of America Project Leadership House

Aug 2007 to May 2008

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