

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 & Access
- Wireless LAN Setup
- Yardi Property Management Software

Space between headings is two spaces instead of two.

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

Desktop Support Analyst

May 2015 to present

- 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.

City and state are on a separate line

Mattel

El Segundo, CA

Point of Sale IT Support Technician (Internship)

May 2012 to Aug 2013

An extra space is added between the title and bullets

- 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.