Michael**West**

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MyProjects   **Nucamp Web App (React, React Router, Reactstrap, Redux)**

Population App (React, React Router, Reactstrap)

GitHub   **MWest83**

MyEducation   ## Bachelor of Science in Information Systems

University of Texas at Arlington

Aug 2014-May 2016

Coursework:

- Object Oriented Programming
- Database Management Systems
- Advanced Application Development

- Intro. To E-Commerce
- Business Statistics
- Network & Distributed Computing
- I.S. Analysis & Design

Associate of Arts

North Lake College – Dallas County Community College District

Aug 2012- May 2014

TeamTreehouse.com 2017-2018

Front-End Web Development Track, SQL Basics, Modifying Data with SQL, Querying Relational Databases

Udemy.com │ **2018 - Present** │ **MSCA Database Development studying course**

Modern JavaScript Bootcamp 2020 | Modern React Bootcamp | Learning MySQL5

Oracle PL/SQL Complete Series | CCNA Bootcamp | Web Developer Bootcamp 2020

Adobe XD UI UX Design | Adobe Illustrator | NodeJS - MVC, Rest APIs, GraphQL, Deno Mongo DB

NuCamp │September 2020 - present │ **Web development Bootcamp**

SkillSet   **JavaScript, Bootstrap, Sass, React, React Native, Node.js,**

Express.js, Next.js, MongoDB, Java, C#

MyExperience

Field Support Representative | ADT
January 2021 - April 2021
- Confirm account status/information with field technicians and office personnel
- Troubleshoot system functionality related to radio registrations and panel programming in response to failed confirmation requests.
- Provide support to high-profile Custom Home accounts.
- Process data changes and programming requests received via mail, fax, phone or internal ticket on Informix and MasterMind.

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Help Desk Analyst | Robert Half - Academy of Dallas
July 2020 - September 2020
- Identify recurring technical issues and propose solutions to address the root of the problems
- Deliver IT support for operating systems, productivity software, and a variety of other applications used internally
- Assist and follow up on technical help tickets submitted via phone, email, and walk-ups
- Independently investigate and implement solutions to technical issues

Inventory Specialist | Best Buy
October 2019 - September 2020

- *Stocks merchandise on the sales floor.*
- *Assists in the receiving of drop shipments*
- *Prepares merchandise for home delivery.*
- *Accurately documents movement of merchandise*

- *Completes paperwork for store receiving, transfers, home delivery, DEVO, Junk Out.*
- *Operates equipment according to company safety standards to assist in moving merchandise.*

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I.T. Service Desk Analyst | MMC Group -2017

- Provide first level support under the U.S. Treasury Web Application Infrastructure (TWAI) account of the Federal Reserve System of the Bank of Dallas;
- Respond to customer calls and e-mails for Service Requests and Incidents, and create record of action via the Remedy Ticketing System; Coordinate Crisis Conference Calls;
- Contact on-call Government Staff personnel and escalate as needed;
- Complete basic support functions including Password Resets with UNIX commands;
- Respond quickly to system alerts generated through the Automated Monitoring System and escalate as needed;
- Approve Emergency Privileged Access Controls (EPAC) to Application Integrator (AI) and Subject Matter Expert (SME) personnel. Federal Government Security Clearance.

Office Assistant | Law Office of Vincent Kirst
2010 - 2016
- *Video recording set-up of client deposition sessions;*
- *Interviewed potential clients*
- *Drafted and filed legal documents with Dallas County Clerk's Office*