

MICHAEL RICHARDS

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POLITICAL SCIENTIST AND IT ASSISTANT

CERTIFICATION

Google IT Support Professional Certificate
IT Assistant
2022

SKILLS

Data Entry and Database Skills
Proficient in Microsoft Office
Strong Attention to Detail
Problem Solving
Productivity and Time Management
Organizational Skills
Technical Support

Networking

Managed Switches
Routers
Custom Ethernet Runs
Network Design

Programming

HTML5
CSS3
JavaScript
Java
YML

System Administration

Windows
MacOS
Ubuntu Server
Server Configuration

EDUCATION

BA in Political Science / University of Washington
2020 – Present

- Dean's List All Quarters

PROFESSIONAL EXPERIENCE

IT Assistant / University of Washington
Oct 2021 – Present

- Responded to querier on phone, via email or through IT ticketing system.
- Set up and maintained video matrix servers and other IT infrastructure.
- Worked with facility and stuff to resolve network issues.

Warehouse Worker / Woods Coffee
May 2018 – Aug 2018

- Alternated goods in inventory by observing first-in and first-out approach to keep shelves organized and properly shocked.
- Inspected work areas for cleanliness and obstacles and removed cartons and boxes to keep work areas organized and hazard-free.
- Consistently lifted materials weighing as much as 50 pounds.

VOLUNTEER EXPERIENCE

National Key Volunteer / Order of the Arrow, Boy Scouts of America
Jan 2019 – Present

- Updated operational methods, oversaw accounting procedures, tracked information, and complied data to improve efficiency.
- Delegated daily tasks to over 6 volunteers to provide development opportunities.
- Oversaw high profile projects by planning, designing, and scheduling phases.

Regional Technology Lead / Order of the Arrow, Boy Scouts of America
May 2016 – Dec 2019

- Collaborated with region committee to monitor and adjust region-wide technology utilization, modifying infrastructure to meet business goals.
- Offered technical leadership to junior personal and other team leaders, providing expertise on website and database administration.
- Designed documentation protocols and standard operating practices to unify technology management effects across Western Region.