**MICHAEL DEITZ**

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**Professional Summary**

As a detail-oriented software/hardware technician with over 8 years of experience, and a veteran of the US Air Force, I have honed my skills in supporting and troubleshooting technical equipment, including software upgrades, and delivering exceptional customer support. In addition to my technical expertise, I am highly adaptable to organizational changes and always maintain a positive attitude with a team-oriented approach to problem-solving. I am constantly learning new technologies and applying new knowledge to my work.

**KEY SKILLS**

Documentation |Team leadership |Active directory |Problem-solving |Microsoft365 | Service now

PowerShell |

**Google IT Support Professional Certificate**

Credential ID: ETY9K9VDWGCB April – 2022

**EDUCATION**

**Bachelor of Science, Computer Science** April 2023

Southern New Hampshire University

GPA: 3.89

* Uploaded Angular applications to an S3 bucket and enabling static websites.
* Tested and created functions in Lambda with JavaScript and JSON formatting.
* Created REST APIs for angular applications to handle requests through the lambda functions.
* Deployed APIs with updated URLs.

**PROFESSIONAL EXPERIENCE**

**Triage Analyst** July 2023 – Current

Pearl Insurance Remote

* Assist with systems security for assigned systems as directed by ITS Management.
* Serve as a liaison between the development team and the business to communicate regarding tickets.
* Track and assign tickets according to capacity for each area.
* Facilitate status meetings to review progress & status of open tickets.
* Assist developers with issues, concerns, and eliminating blockers to keep tickets moving along.

**Customer Support** January 2021 – May 2023

PaceOMatic Hybrid

* Effectively maintaining queues and working dashboards to answer customers on a timely basis.
* Excellent interactive and communication capabilities, both written and verbal, especially in customer-facing roles
* Answering to inbound questions and requests from prospective and current customers over online live chat, e-mail, and (much less frequently) by phone
* Utilized Jira to plan, track, and manage my projects.
* Ability to work with customers at all levels of technical expertise and provide accordingly support.

**Technical Support Manager** August 2018 – January 2021

SNB Amusements Norcross, GA

* Upgraded hard drives, monitors, printers, and other peripherals.
* Performed Functionality tests on newly installed hardware and software.
* Monitored automated messages and responded to alerts with trouble ticketing system ServiceNow.
* Expertly manage technical support operations, diligently troubleshot issues to identify root causes and prevent recurrence.
* Specialized in active directory resetting passwords and accounts.
* Constructed virtual machines with software to test for customer issues with Microsoft Azure.

**Technical Support** February 2014 – July 2018

JKH Amusements Doraville, GA

* Served more than 10 customers daily, aided in locating products, and finalized sale transactions.
* Met and exceeded customer satisfaction goals month after month with a CSAT score of 92.
* Handled customer returns and complaints with patience and attention to detail.
* Upgraded POS systems with TeamViewer Also upgraded System software.
* Operated SharePoint to Write down tickets and keep track of issues.

**United States Airforce Reserves** March 2010 – July 2016

Structural Apprentice

* Knowledge of building maintenance and construction.
* Fabricated and repaired components of buildings, utility systems, and real property equipment.
* Troubleshot, repaired, and installed commercially manufactured locking devices such as keyed, combinations, ciphers, panic hardware/exit devices, and padlocks.
* Submitted and reviewed supply and equipment requisitions.
* Discussed inspection findings and recommended corrective action.