

Michael B. Mitchell

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EXPERIENCE

Level 1 IT Help Desk Technician

August 2021 – Present

SUNY College at Buffalo | Buffalo, NY

- Create tickets via TeamDynamix portal to follow-up on end-users, provide technical assistance, and escalate cases to supervisors as needed.
- Search Active Directory to find potential staff or student account holds to augment pinpointing cause of account inaccessibility.
- Communicate with **25+ campus end-users weekly** in-person and via Tier 1 technical support calls to diagnose, troubleshoot, and resolve software, login, printer, or Wi-Fi connectivity issues.
- Provide admin permissions to staff's computer accounts via Endpoint Configuration Manager.

Accounting Intern

July 2020 – November 2020

Key Digital Systems | Mount Vernon, NY

Executed quality assurance and system maintenance by updating **200+ profiles** of all clients for each new business transaction, updating the database. Spearheaded all E-commerce product shipments to clients by analyzing order summaries to confirm transaction details and identify potential errors, then finalizing **70+ transactions** daily, expediting shipments.

Key Accomplishments:

- Integrated **1,000+ queries, search capabilities, and forms of contact information** into company's recently acquired Odoo database software; Revamped **90% of transferable client and transaction data** accordingly to adhere to new database standards; Escalated technical transfer issues to Accounting Manager for solutions.
- Recorded **500+ financial services**, including sales and purchase orders by entering ID numbers into database; Filed all in chronological order by month upon completion.
- Formulated Excel reports to record sum of profits from **500+ vendor purchases**; Sent to Management, resultantly securing profit records.
- Copied and scanned 15+ checks weekly before delivering to bank, ensuring deposits.

Administrative Assistant Intern

August 2019

ASubpoena | Yonkers, NY

- Instituted day-to-day research of **250+ subpoenas and client profiles** within the company's database daily, updating each for current accuracy correspondingly; Researched documents to verify validity and corrected any outdated details or inaccuracies before uploading into registry via scanning.
- Achieved client satisfaction by initiating email communication regarding **50+ case issues**, resulting in resolution of **95% of concerns** regarding document process duration and service requests, alleviating any unease and establishing long-term relationships.
- Packaged and certified **100+ mail receipts**, assuring that clients received proper documents.

EDUCATION

SUNY College at Buffalo | Bachelor of Science in Computer Information Systems

May 2023

- GPA: 3.5/4.0
- Dean's List

SUNY Westchester Community College | Associate of Applied Science in Computer Information Systems

May 2021

- GPA: 3.4/4.0
- Dean's List

SKILLS

Microsoft Office 365, Microsoft Project, Excel, Access, PowerPoint, Word, Office Suite, PowerPoint, Teams, Visio, Outlook, Active Directory, Endpoint Configuration Manager, Remote Desktop Services, C++, VB.NET, Azure | Facebook, Twitter, Instagram, Snapchat, TikTok | MacOS | Windows 10 | iOS, iCloud | Android | Virtualization | Remote Support | Customer Service | Documentation | Troubleshooting | TeamDynamix