# Mitchell Carothers

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Green Bay, WI 54304

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## Summary

Technically minded and detailed oriented, with a wide range of experience. Ready to begin working with a team to create world-class business solutions through collaboration and dedication. Seeking to take the next step in career development by transitioning to a developer position. Greatest strengths are ideation, learning, strategy, and team unity.

## Skills

C# Programming Language

SQL Server and Database Troubleshooting and Management

Effective Verbal and Written Communication

Technical Writing for Documentation and Training Material

System Automation with Python and Batch Script

Web Development (Proficient with HTML/CSS/JavaScript)

Technical Support for Hardware and Software

## Work Experience

### Computer Repair Technician - Cyber Works | Green Bay, WI | 2020-2021

- Disassembled computer systems to troubleshoot, diagnose and resolve hardware issues.
- Assisted customers with new computer and accessory purchases.
- Updated or installed software for customers to ensure computer efficiency.
- Checked in computers and performed diagnostics for repairs.
- Built and repaired desktop and laptop computers.
- Consulted via telephone to understand user problems, run through testing scripts, and ask probing questions to locate root causes.
- Traveled to off-site locations to assist local businesses and clients with IT issues.

### Product Support Technician - Greatland | Green Bay, WI | November 2022 – Present

- Assisted customers with technical issues via phone calls, online chats, email, and remote sessions.
- Designed and wrote online training course content on the TalentLMS training platform.
- Assisted customers with SQL database troubleshooting, migration, and management.
- Troubleshot server/workstation database connectivity issues.
- Managed incoming ticket issues and interfaced between customers and high level support channels

## Formal Education

High School Diploma - Southwest High | Green Bay | 2020