John Michaels

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EDUCATION

University of Utah
Bachelor of Computer Science   *Salt Lake City, UT*
Bachelor of Computer Engineering   *(Anticipated) May 2022*
GPA: 3.377
Masters of Computer Science   *(Anticipated) December 2023*

Salt Lake Community College   Salt Lake City, UT
Associates of Computer Engineering   *Graduation: May 2019*
SLCC GPA: 3.34

EXPERIENCE

American Digital Systems   Salt Lake City, UT
Customer Support Specialist/IT Systems Administrator   *March 2012 – Current*

- Discussed with clients both face-to face and over the phone about their computer tech problems and possible solutions.
- Researched the most efficient and cost-effective solutions and executed them within the predetermined deadline.
- Operated in the Agile Process/Scrum
- Server Support, worked with client to setup server, ESXI, VCenter, VSphere, Network
- Setup, edited and operated Virtual Machines (VMs)
- Operated Astrisk Phone System
- IT Support, Connect new users to existing network
- CompTIA A+ Training

SKILLS

- C++, C#, C, Java, Python,
- Red Hat Linux
- Unix Shell Scripting
- Pair Programming

Projects

- Web Scraping using Docker and Crontabs

Website: https://github.com/subzeroe03/subzeroe03.github.io/tree/main