

Mitchel Pierce Moss

CONTACT



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EDUCATION

University Of Advancing Technology:

- BS of Network Security (Expected 2025)
- BS of Leadership in Technology (Expected 2025)

RELEVANT SKILLS

- Windows 10/11, macOS, Linux (Ubuntu, Kali)
- Microsoft Office Suite (Word, Excel, Outlook), Adobe Acrobat, Zoom
- Freshservice
- VPN, DHCP, DNS, TCP/IP
- BitLocker, CAINE, Autopsy, FTK Imager, Antivirus (Webroot, McAfee)
- Microsoft 365, Google Workspace, OneDrive
- Printers, Laptops, Desktops, Mobile Devices

PROFESSIONAL EXPERIENCE

IT Help Desk Agent/Intern
2023 – September 2024

Dickinson-Wright Law, Phoenix, AZ

- Top Performer: Consistently resolved 15-20 tickets daily vs. team avg. of 10, ranking in the top 10%.
- Productivity Boost: Created standardized responses for common issues, improving team response time; and increasing productivity by 20%.
- Proactive Problem Solver: Tackled challenging tickets in downtime, ensuring 100% issue resolution and elevating client satisfaction.
- Advanced Troubleshooting: Specialized in complex issues—network errors, mobile integrations, and legal software.
- Consistent Documentation: Maintained detailed records in the helpdesk system with standardized formats, enabling seamless tracking and trend analysis.
- Innovation: Developed a forensic USB toolkit (CAINE + Kali + Autopsy), enabling rapid on-site file recovery without installations.
- Account Management: Set up accounts, managed access, and reset passwords to streamline onboarding and security compliance.

IT Help Desk Assistant
2022 – 2023

New Way Academy, Phoenix, AZ

- Provided fast, reliable tech support for students and staff, resolving Wi-Fi, printer, and hardware issues.
- Installed and configured classroom software, ensuring smooth daily operations.
- Collaborated across multiple cross-functional teams to prepare systems for special events and troubleshoot in real-time.

Customer Service Representative & Sales Advisor
2021 – 2022

Best Buy, Camelback, AZ

- Delivered tech support for customers, troubleshooting connectivity and hardware issues.
- Identified client needs and recommended solutions, boosting satisfaction and sales performance.
- Top salesman at my branch for credit card & membership signups.