Michael Gayle

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⊙ https://github.com/TheNormStorm   ⟡ https://thenormstorm.github.io/

PROFILE

I am a motivated and customer-focused Application Support Analyst with 2 years of experience providing technical support to end-users. Skilled in troubleshooting software applications, resolving technical issues, and providing guidance and training to users. Experienced in logging and tracking support tickets, escalating issues to higher-level support teams, and communicating with users on the status of their support requests. Proficient in using helpdesk software, knowledge management tools, and remote desktop support technologies.

PROFESSIONAL EXPERIENCE

IT Consultant, *JAMAICA MONEY MARKET BROKERS*   2023 – present
                                                                                                                                          Jamaica
- Responded promptly to application-related incidents, troubleshoot issues, and implement effective solutions to minimize downtime and disruptions.
- Established and maintained proactive monitoring mechanisms to detect potential issues before they impact users.
- Troubleshot technical issues related to software applications, identified and diagnosed problems, researched solutions, and implemented fixes.
- Developed and implemented preventive maintenance routines to ensure the continuous health and stability of critical applications, minimizing the occurrence of unplanned outages.
- Ensured that team members are well-equipped with the necessary skills and knowledge to handle various aspects of applications.

Application Support Analyst, *JAMAICA MONEY MARKET BROKERS*   2022 – 2023
                                                                                                                                          Jamaica
- Delivered exceptional technical support to end-users, showcasing a strong commitment to resolving software application issues promptly and professionally. Achieved an impressive 90% issue resolution rate within stringent timelines, ensuring minimal disruption to user workflows.
- Actively engaged with development teams, forging a collaborative environment that led to the identification and successful resolution of over 100 complex issues, thereby enhancing software functionality by 30%.
- Provided training and guidance to users on software functionality, demonstrated features, and provided guidance on best practices.
- Troubleshot technical issues related to software applications, identified and diagnosed problems, researched solutions, and implemented fixes.
- Elevated customer satisfaction to an impressive 98% by consistently delivering excellent technical support, coupled with the cultivation of positive relationships with users, resulting in a 15% increase in customer retention over two years.

Branch Ambassador, *JAMAICA MONEY MARKET BROKERS*   2021 – 2022
                                                                                                                                          Jamaica
- Greeted and welcomed customers, and provided assistance as needed.
- Provided administrative support to branch managers and other team members, such as scheduling appointments, processing paperwork, and maintaining records. My dedication to operational excellence translated into improved efficiency, evidenced by a 15% increase in team productivity.
- Stayed up-to-date with industry trends and developments, and shared knowledge and insights with team members to improve performance.
- Promoted the company's products and services to customers, and encouraged them to sign up for additional services.
- Stayed up-to-date with industry trends and developments, and shared knowledge and insights with team members to improve performance.

EDUCATION

Bachelor's of Science: Computer Science, *University of Technology, Jamaica*   Aug 2016 – Dec 2020
Completed studies in Advanced Programming, Database Management and various   Jamaica
Mathematics courses.

SKILLS

SQL Server | Troubleshooting | Customer Service | Time Management | Attention to detail | Flutter | VSCode

REFERENCES

Available upon request.

PROJECTS

JamTravel Mobile Application   Jul 2023
- Mobile Application created in Flutter to solve the problem of Tourists entering Jamaica and not entirely familiar with the local hidden gems.
- App is hosted on GitHub repository.