

MITCHELL FAIRGRIEVE

CONTACT

PHONE: (904)537-5383

EMAIL: mbfairgrieve@gmail.com

LINKEDIN: <https://www.linkedin.com/in/mitchell-fairgrieve/>

KEY SKILLS

- Microsoft Office (Excel, Word, PowerPoint, Outlook, Access)
- Technical Support & Assistance
- Troubleshooting Network Issues
- Hardware/Software Installation
- CyberDefense & Threat Analysis
- Technical Writing
- Data Manipulation & Virtualization

PROGRAMMING LANGUAGES

- Python
- Java
- C & C++
- JSON
- Visual Basic for Applications (VBA)
- JavaScript
- HTML, CSS & Bootstrap
- MySQL & PostgreSQL
- NoSQL - MongoDB

CERTIFICATIONS

- **TestOut CyberDefense Pro Certification** | Dec. 2023
- **TestOut IT Fundamentals Pro Certification** | Apr. 2022

EDUCATION

Bachelor of Science in Information Technology | University of Central Florida

August 2019 – December 2023 | Orlando, FL

- GPA : 3.32
- Dean's List Fall 2021 & Spring 2022
- Bright Futures Florida Academic Scholar - Scholarship Recipient
- UCF Club Baseball Member (2019-2023)

Data Analytics and Visualization Bootcamp | University of Central Florida

December 2023 – June 2024 | Orlando, FL

- The program focuses on teaching the practical and technical skills needed to analyze and solve complex data problems.

WORK EXPERIENCE

Advantage Design Group | Help Desk Intern

June 2023 – December 2023 | Jacksonville, FL

- Answered support desk tickets from clients needing assistance with technical issues in a timely and efficient manner using Zendesk ticketing system.
- Troubleshooted multiple onboarding websites and software to identify errors, make necessary modifications, or assign tasks to designers/developers in order to address customer concerns.
- Trained clients as needed in the use of proprietary software via Microsoft Teams and Zoom.
- Created a library of technical documents instructing clients on how to use different backend functions and tools included in their technical product.

Scan Design of Florida Inc. | Warehouse Associate

May 2022 – August 2022 | Jacksonville, FL

- Managed inventory using the CRM software F.R.O.G. to ensure all stock was available, prepped, and located precisely and efficiently.
- Worked safely around moving machinery and gained experience with power tools.
- When on deliveries, provided exemplary customer service skills to provide ease and ensure furniture arrived undamaged.

Dollar Tree Stores | Customer Service Representative

May 2021 – August 2021 | Saint Johns, FL

- Provided excellent customer service and aided all customer needs while working the cash register.
- Operated POS system to itemize and complete an average of 50 customer purchases per shift, while working at the cash register.
- Answered customer telephone calls promptly resolve issues and avoid on-hold wait times.