

Carson Mishoe

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CAREER OBJECTIVE

Customer Service oriented and versatile IT consultant currently working as the sole Desktop Support for a Northrop Grumman location. Deep background in tech rooted in the troubleshooting process with tools such as Active Directory or SCCM and coding languages such as JavaScript or Python. With a recent degree with a 3.86 GPA and my robust customer service skills, I am looking to fill an IT or Coding role.

SKILLS

Tools: ServiceNow, Active Directory, SCCM, Communications (Skype, Teams, Etc.), Office 365

Languages: JavaScript, Java, Python, HTML5, CSS3, Java

EXPERIENCE

ATOS Supporting Northrop Grumman, San Jose, CA

Desktop Support Specialist, April 2022 - Present

- Used customer service and great knowledge of hardware and software to support clients in troubleshooting, creating guides, and repairing their issues. During this I would manage a ticket queue in ServiceNow averaging 7-10 tickets closed per day.
- Managed and ordered stock of inventory and provided clients with such items if the need arose.
- With a range of tools such as Active Directory and Proprietary tools I assisted users with re-imaging and refreshing their computer. I made sure their data is properly backed up and make the process of refreshing for them as seamless as possible.

TheCoderSchool, Redwood City, CA

Coding Tutor, Dec 2021 – April 2022

- With knowledge of multiple languages such as JavaScript and Python I teach students Computer Science concepts in a way that's concise and easy to understand.
- Use time management and teaching skills to make sure the student is focused and able to learn complicated concepts in a reasonable amount of time.

BEST BUY, Olympia, WA

Geek Squad Agent, Sep 2019 - Jul 2021

- Consult and repair clients' computers with knowledge of solutions such as hardware or software. If required I assisted them in backing up and transferring data to a new unit.
- Designed and Implemented organization methods to efficiently test and resell returned products.

EDUCATION

SOUTH PUGET SOUND COMMUNITY COLLEGE Olympia, WA

Associate in Arts (A.A.) General Candidate (Graduated March 2022, 3.86 GPA)

- Relevant Coursework: Principles of Accounting, Introduction to Object Oriented Programming

PROJECTS

Discord Bot: I am creating a discord bot with my friend that aims to be a wiki of sorts for a video game using NodeJS and JavaScript. You can check out more at <https://github.com/cmishoe72>.

Personal Websites: I am creating my own website and other HTML/CSS websites with frameworks such as Bootstrap and others. Soon you may see some local business websites there! You can check out more at <https://codepen.io/cmishoe72>.