

Micah Lundquist

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Professional Summary

Dynamic and dedicated IT Help Desk Technician with 1 year of professional hands-on experience delivering exceptional technical support, streamlining IT service management, and fostering customer success. Backed by 5-7 years of hands-on expertise building custom hardware and developing software and websites as a passionate hobbyist. Adept at resolving complex hardware and software issues, overcoming obstacles, and working with a team. Currently advancing expertise through a Bachelor's degree in Computer Science at Virginia Tech, complemented by a concentration in Artificial Intelligence, blending technical proficiency with a forward-thinking approach to innovation, safety, and leadership.

Projects and Experience

- Assembling and troubleshooting 4 different PCs giving me adept hardware experience
- Programming over 50 different sketches in p5.js, training not only web developing skills but overall software engineering and design skills
- Managing a web domain, hosting 16 websites displaying projects and 5 different homelab servers, managing DNS and networking tasks
- Engineering various HomeLab projects with Arduino and ESP systems, building proficiency with microcontroller systems engineering and programming as well as overcoming the challenges of blending hardware and software systems
- Sharpening my programming skills with daily coding challenges in various languages
- Attained the Xerox Award for Innovation and Information Technology
- Earned the rank of Eagle Scout in Scouting BSA, demonstrating apt diligence and leadership in all facets of life, and helping in over 400 hours of community volunteer service

Skills

Programming Languages

- Python (8 years experience), HTML/CSS (7 years), JS (5 years), Java (3 years), MATLAB (2 years), Dart (1 year), C++ (1 year)

Technical Skills

- GitHub, Excel, SolidWorks, Fusion360, IT Support in all Operating Systems, Remote Desktop, SSH, CMD, Bash,

Work Experience

- **Cashier/Store Manager at Albano Cleaners; May 2025 to August 2025**
 - Managed ticketing systems, inventory management, cash register systems, and customer service and satisfaction
- **Back of House Worker at Blue Pete's Restaurant; May 2025 to August 2025**
 - Thrived in high-pressure environments, exhibited teamwork, training new staff
- **Student IT Help Desk Technician; September 2024 to May 2025**
 - Served positive customer experience, managed phone lines and IT ticket systems, and providing technical software and hardware support
- **Line Cook/Cashier at Sawdust Road LLC; October 2021 to September 2024**
 - Handled positive customer and employee relations, managing time and multitasking between parts of the kitchen

Education

Bachelor of Science in Computer Science; Expected May 2028

- Virginia Polytechnic Institute and State University - Blacksburg, VA; August 2025 to Present
- Franciscan University of Steubenville - Steubenville, OH; August 2024 to May 2025

Credit Hours: 56 (Junior)

GPA: 3.865

Relevant Coursework

- Problem Solving in CS in C++, Python, and Java; 9 credits
- Engineering Analysis in MATLAB, SolidWorks, Arduino, and Excel; 4 credits
- Linux and Scripting in Python and Bash; 3 credits
- University Level Calculus 1 and 2, Matrix Theory, and Linear Algebra; 12 credits
- University Level Physics 1 and 2; 8 credits

Campus Involvement: Activities and Societies

- IEEEExtreme, Baja Engineering and Racing Club, IT Help Desk, Intramural Volleyball and Flag Football, DriveU Start-up Development Team Lead

High School Activities and Societies

- Leader of Robotics Club, Neuroscience Club, CyberPatriot Cybersecurity Competition, Golf, Cross Country, National Honor Society, Science National Honor Society, National Math Honor Society (Mu Alpha Theta), Latin Honor Society, Scouting BSA