# Michael W. Gunter B.Sc.

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## Summary

Highly motivated and detail-oriented junior system administrator with a unique blend of technical skills in web development, programming languages, and UX design. Proficient in managing and maintaining complex computer systems, with a strong foundation in JavaScript, C#, and Java. Seeking a challenging role that leverages technical expertise and passion for innovation to drive business growth and efficiency.

## Skills

**General Skills**: User Experience Design, Technical Communication, Agile, Project Management, Critical Thinking, Leadership, Problem Solving

**Languages**: English *(Native Proficiency)*, Spanish *(Elementary Proficiency)*

**Programming**: C#, Python, C++, Java, HTML, CSS, JavaScript

## Education

**School of Information, Florida State University**  Tallahassee, Florida
*B.Sc. in Information Technology*  June 2014 - May 2018
- GPA: 3.35/4.00

## Work Experience

**Newsmax, Inc.** | Customer Service Representative  March 2022 - August 2023
- Responded to inquiries and addressed issues which led to better customer satisfaction for Newsmax magazine subscribers.
- Entered customer information in company database to process check orders for subscription renewals, thus improved customer retention and on-time payment processing by 30%, as well as improved data entry skills.

**School District of Palm Beach County** | Instructional Technology Support Assistant
February 2019 - September 2019
- Managed and maintained large-scale Active Directory domain, ensuring seamless technical operations for 740 students and 65 teachers.
- Provided timely and effective technical support to educators, enhancing overall educational experience.

**School District of Palm Beach County** | IT Intern  June 2013 - August 2013
- Migrated over 12 webpages of the school district's website to newer responsive framework, Bootstrap 2, resulting in 55% better page load times and improved user experience on mobile devices.
- Formatted and compressed images for the school district, thus reducing file sizes and minimizing page load times for end users.

## Projects

**PopupSound MV3** | Browser Extension  April 2024 - August 2024
- Successfully ported a legacy Google Chrome extension to Manifest V3, leveraging modern web development skills to enhance functionality and ensure better compatibility with ever-changing web standards.

## Achievements

- **President's List**, Florida State University  December 2017
- **NSF S-STEM Scholarship Award**, Florida State University  August 2014
- **Nominee - Pathfinder Award**, The Palm Beach Post  January 2014
- **Nominee - Sunshine State Scholar**, Royal Palm Beach Comm. H.S.  March 2013

## Certificates

- **Microsoft Office Specialist**, Microsoft Corporation  April 2014