Michael William Gunter

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https://github.com/dazzletune/

Summary

Versatile IT professional with dual expertise as a help desk technician and front-end web developer. Experienced in developing web applications and browser extensions. Eager to leverage my technical skills to add value to an employer while continuously expanding my capabilities. Committed to delivering efficient IT support and providing surplus economic value to my clients.

Skills

- **General Skills:** User Experience Design, Communication, Technical Writing, Agile Method, Problem Solving, Critical Thinking, Leadership
- **Computer Languages**: C++, JavaScript, Python, HTML, CSS, Shell Script *(Bash)*, SQL
- **Spoken Languages**: English *(Native)*, Spanish *(Beginner)*

Education

Florida State University, B.Sc. in Information Technology   June 2014 – May 2018

- **Cumulative GPA:** 3.35
- **Coursework:** Technical Communication, Ethical Issues and Life Choices, Problem Solving with Object Oriented Programming, Web Applications Development, Database Systems, User Experience Design

Work Experience

Customer Service Representative, Newsmax, Inc. – West Palm Beach, FL   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.

Instructional Technology Support Assistant, School District of Palm Beach County   February 2019 – September
– West Palm Beach, FL   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.

IT Intern, School District of Palm Beach County – West Palm Beach, FL   June 2013 – August 2013

- Migrated over 12 webpages of the school district's website to newer responsive framework, Bootstrap 2, resulting in 33% better page load times and improved user experience on mobile device
- Formatted and compressed images for the school district, thus minimizing page load times for end users by 40%.

Projects

PopupSound MV3   Link to GitHub repo

- Successfully ported a Manifest v2 Google Chrome extension to the newer Manifest v3, leveraging modern web development skills to enhance functionality and ensure better compatibility with ever-changing web standards.
- Tools Used: HTML, CSS, JavaScript, JSON

Cinnamon Shake   Link to GitHub repo

- Developed a Cinnamon (desktop environment for Linux) extension that replicates the "Aero Shake" feature of Windows 7 using knowledge of the GNOME/Cinnamon desktop APIs and past programming experience.
- Tools Used: JavaScript