

Dylan Fox

(586) 690-9668 • dfox871@gmail.com • <https://www.linkedin.com/in/foxdylan>

OBJECTIVE

Seeking a challenging IT internship to leverage my strong academic foundation, technical skills, and passion for innovation, contributing to a dynamic team while gaining valuable industry experience.

EDUCATION

Michigan State University – East Lansing, MI Expected: May 2025
Bachelor of Media and Information, Information Science
Dean's List 2021-2023 | SALT Ministry | Phi Epsilon Kappa Pre-Professional Fraternity

Macomb Community College – Clinton Township, MI Aug 2021- May 2022
Applied Science, IT Professional

WORK EXPERIENCE

Farm Bureau Insurance – Lansing, MI May 2024 - Present
IT Service Management Intern

- Effectively communicated and worked closely with team members and other IT departments to solve technical problems as well as work on projects.
- Played a significant role in imaging laptops and distributing them to users within the company.
- Actively worked in the team's ticketing system and effectively worked with users to work through both hardware and software issues in a timely manner.
- Quickly resolved technical issues by communicating and troubleshooting with users in a Live Chat environment.

SYO Computer Services – Utica, MI May 2021 – Aug 2022
IT Technician

- Collaborated cross-functionally with management and IT teams to identify solutions for complex technical issues resulting in client satisfaction and retention
- Gained experience in interfacing with clients to troubleshoot, diagnose, install, configure and repair computer and network systems components
- Implemented preventive maintenance measures to proactively address potential issues and minimize downtime
- Developed a variety of inventory management techniques to increase efficiency

Wahl Tents Event Structures – Macomb, MI May 2023 – Aug 2023
Laborer

- Successfully constructed, maintained, and tracked inventory for over 100 large-scale, labor intensive corporate, commercial, and special event structure projects under highly time-sensitive deadlines
- Learned to think and communicate effectively in a culturally diverse team environment
- Achieved high satisfaction rating from supervisors and coworkers for work quality, punctuality, adherence to strict safety guidelines and team collaboration

KEY SKILLS & INTERESTS

Skills: Client relations, Troubleshooting, Root-cause analysis, Data analysis and critical thinking, Network management, System migrations, Quality assurance, Time management

Software: Microsoft Office Suite, Adobe Suite, Python, HTML, CSS, Advanced Excel, SQL, Google Suite, DHCP, Active Directory