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|  |  | ***Michael A Jones***  Dallas, TX. T: - 919-931-7584 |**www.linkedin.com/in/michael-jones-02524145** E: -mikayel2010@gmail.com |
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| Objective |  | To obtain a position with a company that will enable me to expand my skills and exercise my knowledge in analyzing complex problems, design, implement, support of business and to contribute in company’s operations. |
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| Experience |  | WORK EXPERIENCE ***Internet Sales personnel/customer service - Texas Nissan of Grapevine - Grapevine, TX 2018-18***  Creating online ads, managing websites, setting appointments, communicating closely with other departments, and maintaining records of sales data. Following up on Internet leads and attempting to convert leads into actual sales.  ***CPO: customer service & Pool Professionals - Raleigh-Durham, NC 2016-18***  As a certified pool professional technician, I’m responsible for performing pool and spa maintenance for the Company. I’m also in charge of installing and repairing automated control systems, as well as chemical and leaks detection systems. Mostly troubleshoot pool and spa issues, interact with clients, and explain my assessment to clients using non-technical language. Reading blueprints to determine requirements and plan procedures. ***Asset specialist tech: REX Hospital, Universal Hospital Service - Raleigh, NC 2013-16*** In Rex Healthcare facility, my daily routine included patient greeting and safety, cleaning, sterilizing, repair of equipment, distributing, troubleshooting and using in-care database. Keeping work area clean and free of clutter and Maintaining an environment of safety for patients, self and others. ***Patient Tech: Wake Med hospital, HILL-ROM - Raleigh, NC 2013-15*** Sterilizing equipment, stocking as well as responding to emergencies. Setting up pars and equipment orders for all critical units, OR, Cathlab, Cathprep and Pre-ob., Heart and Vascular, minor procedure and patient towers on daily basis. Assist in the daily operation of all units as well as customer service. |
|  |  | ***Belk Inc.: Sales associate/Customer service: - Raleigh, NC*** 2012-14 Merchandising, sales, inventory, pricing, customer support and mark downs, perform dock duties on truck days, RTVs, MOs, shipping, packaging and Preparing the dock for the next truck day schedule. |
| Education |  | ***Bachelors of science degree in Computer information system 2015-17*** North Carolina Wesleyan College (GRADUATED) - NC ***Associate Degree in Arts and science with concentration in IT 2013-15*** Wake Technical Community College (Graduated) - NC |
|  |  | CERTIFICATIONS/LICENSES  Asset 360 HST Certification  Asset specialist: 2015-20  Annual Training Certification  Equipment handling and sterilization  UHS 2015 Annual HIPAA Training: HIPAA  Equipment Incident Training  CPO Certified Pool Operator: 2016 -21  Wake County CPO: 2016 - 21 |
| Skills |  | Microsoft Office (10+ years), Windows Xp (10+ years), MS Office Suite (10+ years), Mac OS X (10+ years), Macintosh (5 years), TECHNICAL / NON-TECHNICAL SKILLS: • Fluent in English • Microsoft Word, Excel, PowerPoint •Web Dev., Visual Basic, C or Quick Basic (5 years), HTML, php, Web Development, web design and web program, Visual Basic, Visual Studio, JavaScript (jQuery), Java (object oriented) |
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|  |  | *Qualification*  Computer assembling and maintenance. Troubleshooting hardware and software problems.  Installing and configuring the peripherals, components and drivers. Installing software and application to user standards. Sound knowledge of digital and analog embedded computer hardware. Configuring and troubleshooting desktops, laptops and servers.  Familiar with hardware machines like servers, printers, VoIP, networking and telecommunications devices. Excellent troubleshooting skills in complex software and hardware problems. Installed Hard disks, Floppy drives, CD Drives, Sound Blaster cards, CPU, Memory, Power supply unit, Network card, Video graphics card, Hard disk controller card on PC systems. Troubleshooting of personal computers, and online Support to customers concerning their computer problems. |