

MICHAEL LEE

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WORK EXPERIENCE

IMPLEMENTATION CONSULTANT

FAST Enterprises, LLC.

August 2017 – Present
Sacramento, CA

- Maintain and configure onsite proprietary back-end application and web services for the state of California
- Consult IT services to state, federal, and company security and efficiency standards
- Provide functional support for development, management, and business teams

SERVER ADMINISTRATOR

University Housing ResTek, WWU

December 2015 – June 2017
Bellingham, WA

- Maintain University Residence servers and networks that support over 7,000 nodes
- Safeguard the web presence of University Residences through the implementation of secure measures
- Provide many critical web applications that a range of students and staff use every day

EVENT AMBASSADOR & PROMOTIONAL MODEL

ACParadise: Aniplex USA; Bandai Namco US; Daisuki.net; and Discord

March 2013 – Present
West Coast, USA

- Promote services, products and brands from various well-known companies in their respective industry
- Modeled characters and products from various leading companies at event promotions and conventions
- Organize and manage events according to company specifications

SENIOR HELP DESK CONSULTANT

Academic Technology and User Services (ATUS) Help Desk, WWU

September 2013 – December 2015
Bellingham, WA

- Provide excellent customer service in person, over the phone, and through email for 20-50 clients per day
- Research, write, and edit training material for students, staff, and incoming ATUS staff throughout the year
- Troubleshoot and support various academic and office technologies

EDUCATION

MANAGEMENT INFORMATION SYSTEMS (MIS)

BACHELOR OF ARTS, BUSINESS ADMINISTRATION

Japanese Minor | E-Commerce Development Certification

Western Washington University, College of Business & Economics, Bellingham, WWU

Graduated
June 2017
Honor Roll

FREELANCE EXPERIENCE

- Leadership at WWU's Tespa, MISA, WWUGA, Overwatch, Dota 2, and League of Legends organizations
- Volunteer for several non-profit, for-profit, and community causes & organizations since 2007
- CCNA Home & Small Business Network Technician and former CompTIA A+ certified IT technician

ADDITIONAL SKILLS

- Soft Skills: Leadership, Teamwork, Customer Service, Problem Solving, Project Management, Documentation, Communication, Adaptability
- Web Development: HTML, CSS, AJAX, PHP, MVC 5 C#, Nginx, Bottle, uWSGI, git, WordPress
- Monitoring & Automation: Nagios, CPI, Puppet
- Databases: SQL Server, MySQL, PostgreSQL
- Languages: C#, Java, SQL, Bash, VB.NET
- OS: Windows, Mac, Linux, FreeBSD
- Server & Networking: Remote Desktop, SSH, FreeRADIUS, Nmap, WireShark, BIND-DNS, DHCP, LDAP, ufw, VNC, Samba, AWS EC2/S3/CloudFront/Route 53, PuTTY
- Miscellaneous: Vim, Tmux, VirtualBox, VMWare, MS Office, Visio, Visual Studio, Adobe Creative Suite, Sony Vegas, Rsync, Jekyll, Tableau