MIGUEL **DEL CARMEN**

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https://iggydc35.github.io/portfolio/

EXPERIENCE

OCT 2022 – PRESENT

CUSTOMER SERVICE ASSOCIATE, MILITARY STUDENT SUCCESS CENTER

UNIVERSITY OF ARKANSAS AT LITTLE ROCK

- Provided customer service to veterans and their dependents attending UA Little Rock
- Counseled veteran students on best practices for utilization of VA Education Benefits
- Managed appointments and meetings for Military Student Success Center
- Performed clerical and technical duties efficiently

2016 – PRESENT

VOLUNTEER TECHNICAL SUPPORT

- Provided technical support for friends and families remotely (using TeamViewer) or on-site
- Highly capable of building, setting up, upgrading, and troubleshooting multiple desktop computers with ease
- Accurately identify network, hardware and software problems and efficiently troubleshoot them
- Built, designed and maintained websites (HTML, CSS, JS)
  Sample work: https://iggydc35.github.io/portfolio/, https://iggydc35.github.io/IFSC-1310/

JUNE 2015 – NOV 2018

ARTILLERYMAN, U.S. ARMY – SCHOFIELD BARRACKS, HAWAII

- Provided mentorship and leadership to new incoming soldiers
- Safely and efficiently operated motor vehicles while towing artillery piece
- Supervised safe loading and firing of artillery piece
- Ensured the safety of the team while conducting field training
- In charge of the safety and handling of artillery round charges
- Performed clerical duties for Battalion Headquarters and barracks front desk

EDUCATION

JAN 2020 – PRESENT

BS IN INFORMATION SCIENCE, UNIVERSITY OF ARKANSAS AT LITTLE ROCK

- Dean's List 2020, 2021, 2022

SKILLS

- Leadership
- Accountability
- Decision making
- Tech Savvy
- Team Player/Teamwork
- Attention to detail
- Communication skills
- Interpersonal skills
- Mentoring
- Heavy lifting
- Adaptability/Flexibility
- Integrity
- Self-Management
- Stress Tolerance
- Learning
- Multitasking

- Proficient in MS Word, Excel, PowerPoint, Visio
- Web Design: HTML, CSS, JS
- Software installation, patch, and repair
- AWS, Github/Gitpod, TeamViewer
- SQL
- Networking
- Cybersecurity
- Windows, Mac
- Help Desk/ Customer Service
- Languages: English, Tagalog