MIGUEL **DEL CARMEN**

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EXPERIENCE

OCT 2022 – PRESENT
VA WORK-STUDY, MILITARY STUDENT SUCCESS CENTER, UNIVERSITY OF ARKANSAS AT LITTLE ROCK

- Provided customer service to veterans and/or their dependents attending the school
- 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 for the office

2016 – PRESENT
VOLUNTEER TECHNICAL SUPPORT

- Provided technical support for friends and families remotely or on-site
- Actively self-educated and updated in IT-related fields

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 Spring 2020, Spring 2021, Fall 2022

2013 - 2015
HALL HIGH SCHOOL, LITTLE ROCK

- Attended Boys State Arkansas 2015

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
- Build, setup, upgrade, troubleshoot and fix desktop computers
- Software installation, patch, and repair
- AWS, Github, TeamViewer
- SQL
- Networking
- Windows, Mac
- Help Desk/ Customer Service
- Languages: English, Tagalog