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| Miguel Del carmen  2168 Fern Valley Dr. Alexander, AR 72002 · 501-786-5510  Iggydc35@gmail.com | www.linkedin.com/in/miguel-del-carmen-93559724a  https://iggydc35.github.io/portfolio/ |

# Experience

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| Oct 2022 – presentcustomer 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 – presentVolunteer 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 2018artilleryman, 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

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| Jan 2020 – presentBachelor of science in information science, University of Arkansas at little rock  * Full time student * GPA: 3.2 * Dean’s List 2020, 2021, 2022 |

# Skills

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| * Leadership * Accountability * Decision making * Tech Savvy * Team Player/Teamwork * Attention to detail * Communication skills * Interpersonal skills * Mentoring * Adaptability/Flexibility * Self-Management * Stress Tolerance * Multitasking | * Proficient in MS Word, Excel, PowerPoint, Visio * Proficient in Web Development: HTML, CSS, JS * Software installation, patch, and repair * AWS, Github/Gitpod, TeamViewer * Networking * Proficient in Windows, Mac * Help Desk/ Customer Service * Languages: English, Tagalog |