

MICHAEL S. FLAHERTY

Mobile Technician | Device Repair and Web Development

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EXPERIENCE

Mobile Technician

Phone Exchange

⌚ 09/2010 - Present 🗺 United States

- Delivered comprehensive hybrid repair services, integrating remote software diagnostics and resolutions with contracted on-site hardware interventions for a diverse array of devices, including smartphones, Android tablets, iPads, laptops, PCs, and Macs.
- Demonstrated advanced proficiency in hardware repairs such as precise screen replacements, intricate component-level fixes, and specialized light micro-soldering techniques to restore optimal functionality.
- Expanded offerings to include bespoke mobile application development and sophisticated device customizations, encompassing rooting, jailbreaking, and custom ROM installations for enhanced performance and user personalization.
- Executed complex software solutions, including device unbricking, IMEI and ESN repairs, ADB command-line operations, and secure data recovery protocols, ensuring minimal downtime and data integrity.
- Proactively managed client relationships through an online platform and in-store consultations, prioritizing precision engineering, robust security measures, and innovative troubleshooting strategies to foster high client satisfaction, repeat engagements, and positive referrals in a competitive technology repair landscape.

Data Entry Specialist

JWL Enterprises

⌚ 09/2018 - 03/2020 🗺 Atlantic City, United States

EDUCATION

Associate's degree, Computer and Information Sciences and Support Services

Atlantic Cape Community College

⌚ 09/2019 - 04/2022

Bachelor of Technology - BTech, Computer Technology

Strayer University

⌚ 11/2025

Graphic Design

Marco & Associates Computer School

⌚ 2002 - 2004

SUMMARY

Currently pursuing a Bachelor of Applied Science in Computer and Information Sciences with a concentration in Cybersecurity at Strayer University, focusing on enhancing technical expertise and analytical capabilities. Earned an Associate of Science degree in the same field from Atlantic Cape Community College in 2023, establishing a solid foundation in IT operations and data management. Served as a Data Entry Specialist at JWL Enterprises, where I streamlined data management processes and supported business operations through meticulous accuracy and efficiency. Proficient in business analysis, IT infrastructure, and Microsoft applications, with a commitment to leveraging these skills to deliver innovative and impactful IT solutions.

KEY ACHIEVEMENTS

Improved Client Relations

Increased customer base through social media marketing. Increasing overall customer retention.

Application Development Success

Developed three custom mobile applications for business clients.

Efficiency Enhancement

Reduced repair turnaround time by 20% within first year.

Service Portfolio Growth

Proactively expanded service offerings by introducing innovative techniques and solutions in advance of prevailing market trends