

Michael Angelo Tulod - Milwaukee, Wisconsin

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Work Experience

Founders 3 Real Estate

Milwaukee, WI

Help Desk Technician

April 2024-July 2024

- Administered Microsoft 365, ensuring seamless user licensing, setup, and application functionality to optimize productivity.
- Managed procurement, deployment, and retirement processes for company laptops, phones, tablets, and software licenses, maintaining accurate inventory records.
- Facilitated the seamless onboarding of new employees by purchasing and configuring devices, and managed device swaps as needed.
- Provided comprehensive technical support for internet connectivity, printer functionality, and other connectivity issues for both office-based and remote users.

Snap-On

Kenosha, WI

Service Support Specialist

Oct 2023-April 2024

- Methodically documented step-by-step resolutions to intricate product features and user issues, fostering clarity and ease of understanding.
- Expedited service inquiries to higher-level teams with precision and efficiency, ensuring timely resolutions for our valued customers.
- Diligently curated and augmented our knowledge base with new articles, enriching the resource pool for enhanced problem-solving.
- Attained an exceptional average Customer Satisfaction (CSAT) rating of 99%, reflecting my unwavering commitment to excellence in customer service.

Metro Market

Greenfield, WI

Customer Service Representative

Feb 2021 - June 2023

- Ensure accurate management and documentation of lottery sales, refunds, money orders/transfers as well as DMV renewals
- Actively manage employees fostering a strong work environment focused on efficiency and teamwork
- Oversee the training of new employees, enabling a comfortable work environment for employees to grow
- Developed a routine system of employees completing their daily mobile training, to allow the employees be more knowledgeable about store deals and policies

Education

University of Wisconsin-Milwaukee

Milwaukee, Wisconsin

B.S., Computer Science

Sept 2019 - May 2023

Technical Skills

LANGUAGES: Java, C++, C, HTML/CSS, JavaScript, Django, React, Typescript, Python

DEVELOPER TOOLS: Git, VS Code, Visual Studio, PyCharm, Eclipse

SKILLS: Active Directory, Zendesk, Jira, Office 365, Computer Hardware, Windows 7/10/11, 150+ WPM, SharePoint, Microsoft 365