**Michelle R. Ackley**3366 Kingston Ave│ Grove City, OH 43123 │ 740-703-7640  
[ackleym22@gmail.com](mailto:ackleym22@gmail.com)

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|  | **Professional Objective** |  |

Bachelor of Science in Web Development undergraduate, looking to complete degree and develop professionally at a top tier company. Seeking challenging work while developing a strong foundation for my development career. Ohio Air National Guard TSgt/E-6 with 6 years of military service.

**Core Competencies and Strengths Include:**

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| --- | --- | --- | --- |
| ✓ Secret Clearance ✓ Attention to Detail ✓ Internal/External Communication  ✓ Customer/Client Support | | | ✓ Innovative Methodology/Analysis ✓ Team Coordination/Collaboration  ✓ Self-Motivated/Solution-Driven  ✓ Microsoft Office Suite |
|  | **Education and Training** |  | |

**Franklin University**

B.S. in Web Development: 124 credit hours completed, 3.94 GPA Expected Graduation Date August 2019

**Community College of the Air Force**  
Associate in Applied Science Practical Nursing Technology October 2017-Graduate

**Related Courses:**

* Human-Computer Interaction
* Information Systems Architecture & Technology
* Database Management Systems
* Web Information Systems Programming
* Advanced Client-Side Applications
* Advanced Server-Side Development
* Advanced Graphic Design
* Graphic Editing Software

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|  | **Professional Experience** |  |

**Department of the Air Force-Ohio Air National Guard**

**CLIENT SERVICE TECHNICIAN** February 2017-Present

* Ensures all machines are functional & up to date with the latest computer software installations, updates
* Perform various tier one troubleshooting techniques to analyze system and network issues
* Reports potential security vulnerabilities to wing helpdesk and executes corrective security procedures
* Information Technology Equipment Custodian (ITEC) that is responsible for the inventory of 200+ medical technological assets
* Promotes system compliance and risk management by assisting and providing guidance of proper computer and network practices to end users
* Primary point of contact for computer support and customer assistance for 100+ military personnel
* Developed and maintains the 121st Medical Group SharePoint
* Provides and updates documentation for troubleshooting processes and techniques for other CSTs
* Generates and maintains step-by-step Windows 10 computer guides to promote task efficiency
* Effectively utilizes Remedy ticket system for all work requests and incidents that require further elevation.

**Department of the Air Force-Ohio Air National Guard**

**AEROSPACE MEDICAL TECHNICIAN** March 2013-Present

* Certified 4N071F-Flight & Operational Medical Technician
* Ohio Homeland Response Force Chemical, Biological, Radiological, Nuclear Medical Detachment member
* Nationally Registered Emergency Medical Technician and CPR certified
* Valuable team member, responsible for ensuring the medical readiness of 1000+ 121st Air Refueling Wing and Geographically Separated Unit members
* Leading the transition for over 1,000 paper records to electronic medical records, ensuring HIPAA and Air Force standards are followed
* Qualified to perform venous blood draws, blood pressures, electrocardiograms, and vision exams
* Deployed twice to Anderson AFB, Guam, as NCOIC of the 506th EARS Medical Detachment
* Manages, supervises, and mentors medical technicians providing direction and guidance to ensure successful completion of assigned tasks