

Michael Peckham

Information Technology Specialist

Contact Information:

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Career Summary:

Detail driven IT professional possessing a solid foundation in IT support, data management, and technical troubleshooting. Adept at learning new technologies quickly, with strong problem-solving abilities and effective communication skills. Looking to contribute to a dynamic team in a technology-driven environment, while bringing a great deal of experience both in customer service and support.

Professional Experience:

Bank Teller – Simmons Bank – 2016 – 2017

- Handled sensitive personal information including social security numbers, and financial accounts.
- Upheld strict security protocols for both sensitive personal information and with large sums of money
- Assisted with IT related issues for the bank in lieu of an on staff specialist

IT Support – UALR IT Support 2017 - 2022

- Familiar with ServiceNow Ticketing Software
 - Diagnosed and became familiar with numerous technical problems with both mac and windows computers
 - Utilized Interpersonal communication skills to help diagnose and assist customers with various technology related issues.
 - Managed the call center's inventory intake spreadsheet.
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Education:

BS in Information Science, University of Arkansas at Little Rock, May 2025

Key Skills:

- Windows and Mac Operating Systems
- IT Support & Troubleshooting
- Computer Hardware Repair and Maintenance
- ServiceNow Ticketing System
- Azure SQL Database
- C++
- MySQL
- Python