MICHAEL RODRIGUEZ

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EDUCATION

University of Florida, College of Business   **August 2021 – May 2023**
Master of Science in Information Systems and Operations Management (MSISOM)   Gainesville, FL
- Concentration: Data Science

Florida State University, School of Information   **August 2012 – August 2015**
Bachelor of Science in Information Technology   Tallahassee, FL
- Minor: Communication Studies

TECHNICAL SKILLS

Business Software: @Risk, Active Directory, Adobe Creative Suite, ConnectWise, MS Office, MySQL Workbench, RStudio
Programming Languages: C, Java, Python, R

WORK EXPERIENCE

University of Florida   **August 2021 – Present**
Technology Consultant   Gainesville, FL
- Initial contact for user questions and technical troubleshooting, resulting in a reduced number of tickets escalated to higher tier.
- Assist an average of thirty users daily with hardware and software issues, including the Adobe Creative Suite, Microsoft Office products, and other university provided programs.
- Monitor user activities, report technical and physical troubles, and maintain computer stations across six learning spaces on campus, improving overall user experience.

MKRS Law   **May 2016 – August 2021**
IT Manager   Coral Gables, FL
- Managed all IT projects within the firm, responsible for IT infrastructure of seven offices, and supported over ninety users.
- Completed over thirty projects ranging from on-site to cloud server migration to upgrades/replacements of business software, reducing overall ticket submissions and increasing employee productivity.
- Oversaw IT budget, vendor contracts and relationships, including RFP, budgets, contract negotiations, and ongoing vendor management, leading to a 75% decrease in turnaround time.
- Collaborated with and supported business partners in requirement gathering, analysis, development, testing, and implementation of project deliverables.

Best Buy – Geek Squad   **August 2015 – April 2016**
Advanced Repair Agent   Miami, FL
- Performed hardware diagnostics & replacements, software repair, data backup/recovery, removal of software infections, corrupt Operating Systems repair, and the optimization of users' systems.
- Consistently met or exceeded weekly expectations for computer repairs, lowering turnaround time, increasing customer satisfaction, and boosting store revenue.
- Worked with senior leadership to establish customer communications policies, all of which lowered the number of in-person activity and increased team productivity.

LEADERSHIP & INVOLVEMENT

UF Association for Information Systems Member   **August 2021 – Present**
Association of Latino Professionals for America Member   **August 2021 – Present**

ADDITIONAL DATA

Language: Spanish (Professional working proficiency)