MICHAEL RODRIGUEZ

(786) 223-9508 | contact@rodriguezmichael.com | linkedin.com/in/michaelrod

I am a Masters student at the University of Florida seeking an entry-level position as a Product Manager. I have professional experience in project management, systems administration, and customer relations in high-pressure environments. As a Product Manager, my goal is to use my passion for technology and my unique background to help drive company innovation and deliver engineering solutions to technical challenges.

EDUCATION

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

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

SKILLS & MEMBERSHIP

- **Business Software:** Active Directory, Adobe Creative Suite, AWS, BeyondTrust, ConnectWise, Firebase, Google Workspace, MS Office, MySQL Workbench, RStudio, Salesforce, Tableau
- **Programming Languages:** Java, Python, R
- **Web Technologies and Languages:** HTML, CSS, JavaScript
- **Memberships**: Association of Latino Professionals for America, UF Association for Information Systems, Society of Hispanic Professional Engineers

WORK EXPERIENCE

Product Support Engineer Intern   May 2022 – August 2022
AVEVA, Inc.   Philadelphia, PA
- Acted as a liaison between customers and software developers teams by translating business requirements into technical specifications across network architecture, security, data ingress, egress, and analytics.
- Used Salesforce to document troubleshooting steps and resolutions for customers, other engineers, and colleagues through case entries and creating/updating knowledge base articles.
- Collaborated with software testers to develop test plans across OSIsoft's enterprise suite of software products.

Technology Consultant   August 2021 – Present
University of Florida   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.

IT Manager   May 2016 – July 2021
MKRS Law   Coral Gables, FL
- Managed all IT projects within the firm, responsible for IT infrastructure of seven offices, and supported over ninety users while driving a long-term business strategy.
- 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.
- Gathered, analyzed, and documented business and system requirements in order to implement project deliverables.