

MICHAEL RODRIGUEZ

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With a strong foundation in project management, systems administration, and customer relations gained through both academic and professional experiences, I am well-equipped to excel in high-pressure environments. My goal is to leverage my passion for technology and diverse background to foster company innovation and provide effective engineering solutions to complex technical challenges.

EDUCATION

Master of Science, Information Systems and Operations Management
University of Florida | College of Business | Concentration in Data Science

Aug 2021 – May 2023

Bachelor of Science, Information Technology
Florida State University | School of Information | Minor in Communication Studies

Aug 2012 – Aug 2015

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
AVEVA, Inc. | Philadelphia, PA

May 2022 – Aug 2022

- Acted as a liaison between customers and software developer teams by translating business requirements into technical specifications across network architecture, security, data ingress, egress, and analytics.
- Utilized Salesforce to document troubleshooting steps and resolutions for customers, 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

Aug 2021 – May 2023

University of Florida | Gainesville, FL

- Provided initial contact for user inquiries and technical troubleshooting, resulting in a decreased escalation rate to higher support tiers.
- Assisted an average of thirty users daily with hardware and software issues, including Adobe Creative Suite, Microsoft Office products, and other programs.
- Monitored user activities, reported technical and physical troubles, and maintained computer stations across six learning spaces, improving overall user experience.

IT Manager

May 2016 – Jul 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.