

# MICAH LOCKE

Colorado Springs, CO | 719.650.6583 | [micahlocke1@gmail.com](mailto:micahlocke1@gmail.com)

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## INFORMATION SYSTEMS | CLIENT SERVICES | TECHNICAL ANALYSIS

***Aspiring Software Engineer or IT Specialist*** with 5+ years of collective experience developing and managing client relationships within customer service settings. Possess extensive knowledge in troubleshooting, configuration, restoration, and repair of computer hardware / software derived from developing mock information system architecture and managing projects for competitive product advantage. Career supported by the completion of a Bachelor of Science Degree in Information Systems.

- System Application Support
- Data Collection / Analysis
- Conflict Resolution
- Interpersonal Relations
- Workflow Management
- Team Collaboration
- C++ / Java Programming
- Customer Communication
- Technical Solutions

## ACADEMICS

**Bachelor of Science** | Information Systems | *cum laude* (3.611 GPA)  
University of Colorado – Colorado Springs, CO | Graduation, December 2017

**Specialized Coursework:** *Web Programming, Database Concepts & Applications, Computer Networks & Telecommunications, System Analysis & Design, Java Programming, Information System Security Management, Business and Economics*

## KEY PROJECTS

- **Information Systems** | With a team of 3 others, planned an implementation of a HR software for the accounting firm Biggs Kofford relating to employee performance reviews
- **Database Management** | Created plans for how a database should be structured and creating a database with SQL
- **Computer Hardware** | Planned, designed, and built a personal computer with high – speed components to enhance graphics, versatility, and performance, while adhering to a strict budget
- **Customer Support** | Interfaced with a large volume of customers each day, providing top – rated customer service and addressing client conflicts with viable solutions
- **Leadership** | Served as an interim team lead in the absence of the supervisor to answer customer phone calls and address concerns, complaints, or requests as a result of demonstrated abilities to stay calm under pressure

## PROFESSIONAL EXPERIENCE

Charter Communications/Spectrum | Customer Service: Internet/Phone Technical Support | Colorado Springs, CO |  
40 hrs/week | Jan 2018 - Present

- Efficiently narrow situation down to a single problem, while given a limited amount of information
- Effectively multitask with many systems to complete a job
- Diligently go through protocols in order to keep customer and company information safe
- Consistently a top performer according to company metrics (Silver Award Q3 – A Top 10% Performer of Quarter)
- Communicate with team members and leads to complete a job to customer's desire

Peterson Air Force Base Commissary | Customer Service | Peterson AFB, CO | 20 hrs/week | 2012 - Dec 2017

- Experience working with over 100 different employees with wildly varied ages and cultural backgrounds
- Effectively communicate with customers to find their needs and requests
- Responsible for working in an efficient and quick manner
- Well-liked and sometimes requested by customers for my politeness and accuracy of order
- Trained new employees to provide them with the skills to succeed

## **ORGANIZATIONS / AFFILIATIONS**

National Society of Leadership | Member | University of Colorado | 2016 – Present

- Worked with other students to create goals for the future
- Created actionable steps to achieve goals set
- Attended web seminars on many several topics such as: Leadership, Teamwork, and Selflessness

## **TECHNICAL COMPETENCIES**

**Software:** Microsoft Office Business Suite, CSG, Remedy, Google Drive **Languages:** C++, Java, HTML, Bootstrap, JavaScript, jQuery, PHP, SQL **Operating Systems:** Microsoft Windows / Mac OS / Android  
**Hardware:** Assembling personal computers