**MICAH LOCKE**

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

**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 | 3.6 GPA

University of Colorado – Colorado Springs, CO | Graduation, December 2017

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

**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 Repair | 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 manor
* 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, C++, Java, HTML, JavaScript, PHP, SQL **Operating Systems:** Microsoft Windows / Mac OS / Android **Hardware:** Assembling personal computers