

# Michael Diaz

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## BACKGROUND

I am a customer-service focused professional with experience in IT and virtual communication seeking an opportunity in IT operating a routed and switch computer network, network security, and assisting and managing a Wide Area Network.

## EDUCATION

**Houston Community College, West Loop Campus**, Houston, Texas  
Associate's in Arts, Cisco CCNA Certification

**Dec 2020 – Dec 2021**  
**Cumulative GPA: 3.50 Major GPA: 3.1**

**University of St Thomas**  
Psychology Major

**August 2016 – Current**  
**Cumulative GPA: 3.2 Major GPA: 3.1**

## PROFESSIONAL EXPERIENCE

**Southwest Schools Bissonnet Elementary**, Houston, Texas  
*1st Grade Program Teacher*

**April 2018 – June 2019**

- Taught 20+ children; constructed lesson plans and activities to engage the classroom.
- Managed children's learning and communication with parents for those of my grade level and all other grade levels.

**Cyracom International**, Houston, Texas  
*Over-the-Phone Interpreter*

**December 2017 – March 2018**

- Certified interpreter servicing calls in large-scale US contact centers for the leading U.S. provider of phone & video interpretation.
- Acquired proficiency in terminology in fields of medical, financial, and utilities.
- Efficiently acquire and manage communication for limited English proficient clients and served as their only voice during critical life moments.

**KUMON Math and Reading Center**, Houston, Texas  
*Instructor*

**September 2017 – November 2017**

- Tutored students of varying grade levels including pre-k to 5th.
- Managed relationships between parents and students such as improvements the child made or difficulties they had.

**Reddit.com**, Forum Website  
*Moderator*

**August 2017 – January 2020**

- Interacted with users around the globe to enforce site rules when needed.
- Monitored and managed website traffic, moderated user posts, comments, and reports.
- Responded appropriately to mail sent by users and worked within a group to handle concerns and issues.
- Managed community activities and took part in meetings to improve user experience.

## SERVICE AND LEADERSHIP

**KERYGMA Youth Retreat**  
*Co-Director*

**July 2016 – April 2017**

- Organized activities for a group of 50+ individuals over the course of 3 days.
- Delegated activities and ensure efficiency and productivity.
- Managed fundraisers and community activities throughout the year to maintain engagement among participants.

**TEDx Association**  
*Speaker*

**August 2015 – May 2016**

- Instructed on how to manage long-term goals into general concepts to present to a large audience.

- Take part in an official TEDx event to speak to a crowd and inform and educate a large group of people.

## **SKILLS**

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- Cisco CCNA Certification, Google IT Certification, Microsoft Word and Excel Certification, Fluency in both English and Spanish, Public speaking proficiency