

MICHAEL W. KING

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SUMMARY

Technically grounded individual with a Bachelor's degree in Computer Science and a solid understanding of operating systems and network concepts. Over 15 years of experience in management and service have cultivated strong analytical and problem-solving abilities, along with a proven track record of tackling complex challenges and ensuring efficient operations. Transitioning to frontend development to apply this technical acumen in building user-centric interfaces.

CERTIFICATIONS

- **Comptia** - A + | March 2025
- **Comptia** - IT Fundamentals + | February 2025
- **IBM** – Computer Networks & Network Security | September 2024
- **IBM** - Cybersecurity Analyst Specialization IBM | November 2024
- **IBM** - Cybersecurity Capstone: Breach Response Case Studies IBM | October 2024
- **IBM** - Incident Response and Digital Forensics IBM | October 2024
- **IBM** - Penetration Testing, Incident Response and Forensics IBM | October 2024
- **IBM** – Computer Networks & Network Security | September 2024
- **IBM** – Cybersecurity Compliance Framework, Standards & Regulations | September 2024

TECHNICAL SKILLS

- **Languages:** JavaScript, HTML5, CSS, React
- **Frontend Tools & Concepts:** Git & GitHub, Firebase, UI/UX Principles, Responsive Design
- **Other Tools:** MySQL, Microsoft Office
- **Cybersecurity:** Network Security, Threat Management, Cybersecurity Frameworks, Vulnerability Analysis
- **Systems:** Windows, Linux, macOS

PROFESSIONAL EXPERIENCE

Village Cycle Center – Chicago, IL

Assistant Service Manager (2022 – Present)

- Lead daily service operations, resolving complex technical issues efficiently.
- Managed workflow and team performance, ensuring customer satisfaction.

Webacy Blockchain & Web3 Security Extern – Remote

Extern (Jul – Aug 2024)

- Researched emerging blockchain technologies and assessed their security and market positioning.
- Analyzed Web3 security competitors, highlighting potential disruptors.
- Synthesized findings to improve digital competitiveness.

Roy's Sheepshead Cycle – Brooklyn, NY

Assistant Service Manager (2021 – 2022)

- Handled high-end bike builds and streamlined repair processes, optimizing revenue and service efficiency.

Trek Bicycle – New York, NY

Service Manager (2019 – 2021)

- Led service teams, drove quality improvements, and implemented training programs to enhance performance.

Orchid Island Bikes & Kayaks – Vero Beach, FL

Bicycle Technician (2015 – 2017)

- Streamlined repair processes and ensured high-quality customer deliveries.

Infinity Bike Shop – Melbourne, FL

Part-Owner & Service Manager (2010 – 2015)

- Co-owned and managed operations of a \$1.5M business, setting goals and driving profitability.
- Developed marketing strategies and led community engagement initiatives.

EDUCATION

Southern New Hampshire University – Manchester, NH

Bachelor of Science in Computer Science (08/2019 - 08/2024)