Michael J Hodges

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# Work Experience

## Priority Payment Systems - Financial Institution Division, Lebanon, TN

## *Technician/Activation Specialist/Underwriter, Dec 2010 – present*

* Customer service, offered over the phone assitance to merchants on how to program, operate, and troubleshoot complex credit card processing systems. Built terminal files in a system known as MMS, which is powered by the credit card processor 'TSYS', which is one of the largest credit card processing platforms on the globe. Underwriting duties involved thorough research on companies and their operating procedures to determine if was appropriate for our company to take on the risk in providing credit card processing service to the potential client. I evaluated credit reports, financial statements, and sought outside documentation to determine a businesses' legal standing. Learned the skills necessary to justify the sought dollar amount of credit card processing allowed to a merchant. Learned the importance of teamwork in order to meet the needs of a company in a very competitive and ever changing industry. Learned various ways to multitask in order to meet management and client expectations, often involving extremely tight deadlines of completion. Gained further experience with Google applications (Gmail) and Microsoft Office applications (Excel, Word, Outlook, and Power Point).

## Dunkin Donuts, Lebanon , TN

## *Team Member , Sep 2009 – Dec 2010*

* Served guests that came in the lobby as well as served in the drive thru. This job consisted of prepping, preparing, and delivering food items as well as taking orders at a very high paced environment. Assisted with counting and organizing inventory as well.

## Cracker Barrel Old Country Store, Lebanon, TN

## *Shipping Dock Associate, Aug 2008 – Jul 2009*

* I worked in the shipping department as a "loader" where I was responsible for loading assigned merchandise into the designated trailers for shipment to various Cracker Barrel locations throughout the U.S. I was responsible to uphold the integrity and quality of merchandise as I was loading the products on to my trailer so that they would not be damaged during transit. I often worked at a very high pace in order to meet various shipment deadlines. I also assisted other departments that may have had need as well during the day to day operations.

# Education

## Middle Tennessee State University, Murfreesboro, TN

## *Bachelor of Science in General Studies with a Minor in Business Administration , Dec 2013*

* I want to add that I actually have earned enough credits for a Double Minor (Both in Business Administration and Accounting) however, the College of Business at MTSU would only grant allowance for ONE minor. I wanted to share that information to show that I have collegiate experience in both Business admin classes such as Economics, Finance, and Management Classes in addition to Accounting classes such as Accounting information systems, Principals I, Principals II, Intermediate Accounting I, and Intermediate Accounting II.

## Gallatin High School, Gallatin, TN

## *High School Diploma, May 2003*

# Additional Skills

* Self-Motivated and Driven
* Leadership Qualities
* Written and Verbal Communication Skills
* General understanding of Financial Reports and Credit Reports
* Underwriting
* Office/Task Management Skills
* Proficient with Computers
* Experience with High Pressure situations and have succeeded in those situations.
* High Spirited and Team Oriented