# MICHAEL DAVIS

## IT SUPPORT SPECIALIST

## CONTACT

(501) 590-3779

MLDAVIS3@UALR.EDU

HTTPS://WWW.LINKEDIN.COM/IN/MICHAEL-DAVIS-7A4411191/

## PROFILE

I am passionate about technology and IT. I am interested in learning as much as I can about the field and how I can further develop my skills and advance my knowledge. My current career aspiration is to be a Systems Administrator.

## SKILLS

- Customer Service
- Verbal and Nonverbal Communication
- Team and Independent Work
- Java
- HTML, CSS, JS
- C#
- Virtualization
- Google G Suite
- Microsoft Office

## EXPERIENCE

### COMPUTER SUPPORT SPECIALIST
UA LITTLE ROCK ITS | AUG 2017 - PRESENT

- Answer phone calls and assist walk-ins with issues related to hardware and software.
- Research issues to find solutions and work-arounds if necessary
- Reload and repair operating systems using diagnostic tools and connecting the devices to a deployment server.
- Created quotes from Dell, Apple, etc. to suit UA Little Rock employee's needs.

### DIRECTOR OF TECHNOLOGY FOR CEHP
UA LITTLE ROCK ITS | JULY 2019 - AUG 2019

- Worked directly with the different departments within the College of Education and Health Professions.
- Ensured that the departments technology needs were met, and maintained infrastructure.
- Collaborated with departments to create quotes to suit their technology needs

### CONNECTED HOME SALES ASSOCIATE
BEST BUY | JUNE 2017 - AUG 2017

- Worked directly with customers understand their technology needs and develop a solution by finding products that can accomplish their goals.
- Inventory managment for my area

## EDUCATION

### BACHELOR OF SCIENCE, INFORMATION SCIENCE
UA LITTLE ROCK | AUG 2017 - MAY 2021 (EXPECTED GRADUATION)
GPA: 3.1

### HIGH SCHOOL DIPLOMA
BRYANT HIGH SCHOOL | AUG 2013 - MAY 2017
GPA: 3.6

## AWARDS

### CONGRESSIONAL APP CHALLENGE 1ST PLACE, AR DISTRICT 02 2016
CREATED AN ANDROID APP THAT ALLOWED USERS TO VIEW COMMON EMERGENCY SITUATIONS AND THEN GUIDELINES ON WHAT TO DO.
HTTPS://WWW.CONGRESSIONALAPPCHALLENGE.US/2016-WINNERS/
DEC 2016

### CONGRESSIONAL APP CHALLENGE 1ST PLACE, AR DISTRICT 02 2015
CREATED A TOURIST APP THAT LEVERAGED GOOGLE MAP'S API AND SHOWED CRIME IN THE USER'S AREA
DEC 2015