# 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

## CONTACT

(501) 590-3779

MLDAVIS3@UALR.EDU

HTTPS://WWW.LINKEDIN.COM/IN/MI CHAEL-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

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| MICHAEL DAVIS  IT SUPPORT  SPECIALIST |

Java

HTML, CSS, JS

C#

Virtualization

Google G Suite

Microsoft Office

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