

# MICHAEL R. LUONGO

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## PROFESSIONAL SUMMARY

Motivated self-starter proficient in high customer service and communication skills. Passionate and responsible, with a drive for excellence. Seeking a career change into the ever evolving IT world. Having a multifaceted skill set allows me to adapt to situations, communicate better, and be more productive.

## EDUCATION

### CCI TRAINING CENTER, DALLAS, TEXAS

*Computer and Networking Administrator, Jan 2018-Present*

- Microsoft Technology Associate (MTA) Windows Operating Systems and Fundamentals
- Microsoft Technology Associate (MTA) Networking Fundamentals

### CERTIFICATIONS

- CompTIA A+
- CompTIA Network+ (N10-007)
- CompTIA IT Operations Specialist (CIOS)

### ONLINE CLASSES AND LECTURES

#### *A Cloud Guru*

- Amazon Web Services (AWS) Certified Solutions Architect-Associate 2018
- Amazon Web Services (AWS) Lambda
- Designed and Developed Serverless Portfolio with AWS, React, GitHub, Babel, NPM, Webpack.
  - <http://portfolio.michaelrduino.info>

#### *Linux Academy*

- Certified Solutions Architect-Associate
- LPI Linux Essentials
- AWS Essentials

### VIRGINIA TECH, BLACKSBURG, VIRGINIA

*Bachelor of Science Education*

- Virginia Tech Football

## WORK EXPERIENCE

### BENNETT TRANSPORTATION, MCDONOUGH, GEORGIA

**2009-2018**

*Independent Contractor/Transporter*

- Entrusted with equipment valued at \$150,000.00
- Checked vehicles to ensure that mechanical, safety, and emergency equipment is in good working order.
- Maintained logs of working hours, vehicle service, and repair status; following applicable state and federal regulations.
- Collaborated with other drivers as part of a driving team.
- Problem-solving under various conditions.
- Time management to meet scheduled deadlines.

**TOMS RIVER SCHOOL DISTRICT, TOMS RIVER, NEW JERSEY**

**2007-2009**

*Substitute Teacher*

- Instructed students individually, and in groups, using various teaching methods such as lectures, discussions, and demonstrations.
- Established clear objectives for all lessons, units, and projects and communicated those objectives to students.
- Observed and evaluated students' performance, behavior, social development, and physical health.
- Enforced administration policies and rules governing students.

**ENTERPRISE RENT-A-CAR, CHARLOTTE, NORTH CAROLINA**

**2005-2007**

*Assistant Branch Manager*

- Established and maintained relationships with individual and business customers and provided assistance with problems those customers may have encountered.
- Networked within communities to find and attract new business.
- Greeted customers and discussed the type, quality and quantity of merchandise sought for rental.
- Oversaw the flow of cash and financial instruments.
- Networked within communities to find and attract new business.
- Explained rental fees, policies and procedures.

**ADDITIONAL SKILLS**

- Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10
- OS X: Mountain Lion, El Capitan
- Linux: Ubuntu
- PC building from scratch
- Network router configuration
- Dual boot operating system installation

**STRENGTHS**

- Responsible
- Will to Learn
- Dependable
- Trustworthy
- Analytical and Troubleshooting Skills
- Team Building
- Professional Judgment and Decision Making
- Empathetic
- Delivery of Superior Customer and Personal Service
- Multi-Tasker
- Proficient Oral and Written Communication
- Humble
- Management of Personnel Resources
- Phone Communication Skills
- Active Listener