

# 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 changing IT world.

## 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)

### 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, Python, and Atom
  - <http://portfolio.michaelrluongo.info>

#### *Linux Academy*

- Amazon Web Services (AWS) Certified Solutions Architect-Associate
- LPI Linux Essentials
- Amazon Web Services (AWS) Essentials

### VIRGINIA TECH, BLACKSBURG, VIRGINIA

*Bachelor of Science Education, May 1999*

- Virginia Tech Football

## Work Experience

### BENNETT TRANSPORTATION, MCDONOUGH, GEORGIA

*Independent Contractor/Transporter, Aug 2010 – Jan 2018*

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

## TOMS RIVER SCHOOL DISTRICT, TOMS RIVER, NEW JERSEY

*Substitute Teacher, Sep 2007 – Jun 2009*

- Instruct students individually and in groups, using various teaching methods such as lectures, discussions, and demonstrations.
- Establish clear objectives for all lessons, units, and projects and communicate those objectives to students.
- Observe and evaluate students' performance, behavior, social development, and physical health.
- Enforce administration policies and rules governing students.

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

*Assistant Branch Manager, Jun 2005 – Sep 2007*

- Establish and maintain relationships with individual or business customers or provide assistance with problems these customers may encounter.
- Network within communities to find and attract new business.
- Greet customers and discuss the type, quality and quantity of merchandise sought for rental.
- Oversee the flow of cash or financial instruments.
- Network within communities to find and attract new business.
- Explain rental fees, policies and procedures.

## Additional Skills

- Responsible
- Active Listener
- Will to Learn
- Team Player/Leader
- Trustworthy
- Proactive
- Dependable
- Analytical and Troubleshooting Skills
- Honest
- 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