Micah Lundquist

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# **Professional Summary**

# Dynamic and dedicated IT Help Desk Technician with 1 year of professional hands-on experience delivering exceptional technical support, streamlining IT service management, and fostering customer success. Backed by 5-7 years of hands-on expertise building custom PCs and Laptops and developing programs and websites as a passionate hobbyist. Adept at resolving complex hardware and software issues, optimizing ticketing system workflows, and managing user accounts with precision. Currently advancing expertise through a Bachelor’s degree in Software Engineering, complemented by a minor in Cybersecurity and Aerospace Studies in AFROTC, blending technical proficiency with a forward-thinking approach to innovation, security, and leadership.

# **Work Experience**

## IT Help Desk Technician ㅤ

Franciscan University of Steubenville

September 2024 to Present

* IT Service Management
* Ticketing Systems
* Technical Support
* Account Management
* Customer Service/Satisfaction

## Line Cook/Cashier ㅤ

Sawdust Road LLC-Virginia Beach, VA

October 2021 to Present

* Time Management / Multitasking
* Customer Service/Satisfaction
* Employee Relations

# **Education**

## Pursuing a Bachelor's degree in Software Engineering with a Minor in Cybersecurity and Aerospace Studies ㅤ

Franciscan University of Steubenville - Steubenville, OH

August 2024 to Present

Activities and societies: AFROTC Det 730, IEEExtreme, Baja Engineering and Racing Club, IT Help Desk, Intramural Volleyball, DriveU Start-up Development Team Lead

## High school diploma ㅤ

Catholic High School - Virginia Beach, VA

August 2020 to June 2024

Activities and societies: Leader of Robotics Club (11-12), Neuroscience (12), CyberPatriot (11), Golf (10-11), Cross Country (12), Students for Life (10-12), Peer Ministry and Retreat Leader (12), National Honor Society (10-12), Science National Honor Society (10-12), National Math Honor Society (Mu Alpha Theta, 10-12), Latin Honor Society (10-12), Scouting BSA (5-12)

# **Skills**

* Excel/MATLAB
* GitHub
* Technical Support
* Remote Desktop
* IT Support
* Operating Systems
* C++/Java/JS/Python
* DNS
* Windows/MacOS/Linux
* Computer Hardware
* Computer Networking
* Software Troubleshooting
* Customer Support
* Customer Service
* IT Experience
* Computer/Laptop Repair
* Leadership
* Training Others
* Listening
* Public Speaking
* Communication
* Time Management
* Group Work
* Learning Quickly

# **Achievements**

* Eagle Scout Award
* Xerox Award for Innovation and Information Technology

# **Hobbies and Projects**

* Web Development / DNS Management (5 years, 10 Websites)
* PC Building/Hardware Experience (7 years, 4 PCs)
* Laptop Repair/Building / Hardware Experience (4 years, 3 Laptops)
* Microcontroller/Hobby Electronics (5 years)
* Piano (8 years)
* Programming in: Python (8 years), HTML/CSS (7 years), JS (5 years), Java (3 years), C++ (1 year)