Michael Moore

IT Wizard in Training

3121 W Davencourt Loop
Lehi, UT 84043

(512) 939 – 1393

Michael.a.moore90@gmail.com

SUMMARY

With over a decade of direct client and customer engagement, I have developed in-depth industry knowledge supporting and retaining critical client relationships.

SKILLS & ABILITIES

- SQL
- HTML/CSS/Javascript
- Active Directory
- Microsoft office and Administration
- PC hardware support
- Software support
- Strategic Account Management
- B2B Client Support and Retention
- Training and Mentoring
- Critical thinking
- Time management

Education

Southwest High School – 2009
- Graduated Distinguished with 24 college credit hours completed
- Ranked top 2% academically among a graduating class of 900+ students.

SLCC– Starting in Spring of '20
- Major: Computer Science

EMPLOYMENT HISTORY

MasterControl

September 2019 – June 2020
6350 S 3000 E,
Salt Lake City, UT 84121
(801) 942-4000

Technical Support Engineer

- The Enterprise Support Engineer (TSE) provides in depth, high-level technical support to MasterControl customers
- Maintains systems-level expertise and root cause-level troubleshooting while resolving advanced technical issues for customers.

NOVARAD

August 2018 – September 2019
9 Exchange Pl # 800,
Salt Lake City, UT 84111
(801) 869-2770

Technical Support Engineer

- Monitor a multitude of VMs and server nodes controlling the entire enterprise structure.
- Maintain system-level expertise and root cause level troubleshooting
- Clinical experience to go into Hospital environments for installs

YARDI

March 2015 – July 2018
12936 South Frontrunner Blvd, Suite 300
Draper, UT 84020
(801)-303-1300

Yardi is an out-of-box, enterprise-level application provider for the property management industry.

- Developed new internal inventory control program and troubleshoot technical issues.
- Managed strategic client accounts to ensure support and retention
- Research Data issues use SQL commands and reports

CaptionCall — Life is Calling

March 2017 – November 2017
4215 Riverboat Rd,
Salt Lake City, UT 84123
(801) 293-6500

Caption-Call is the world's best captioning telephone designed to help people with hearing loss use the phone.

- Monitor a multitude of VMs and server nodes controlling the entire enterprise structure from the NOC.
- Main point of contact for escalated situations.
- Part time position covering Weekend Grave Yard Shifts

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IT Helpdesk Associate

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Interests / Hobbies

- AI
- Software Engineering
- Texas BBQ
- Poker
- Video Games
- Motorsports

EMPLOYMENT HISTORY

PLANSOURCE

2013–2015
9 Exchange Pl # 800,
Salt Lake City, UT 84111
(801) 869–2770

PlanSource is a provider of benefit administration and HR software.

- Create and test 834 files
- Maintain deadlines for production of healthcare files.
- Train and guide new employees through the process of setups and QA.

HOUSING AUTHORITY OF SALT LAKE CITY

2011–2013
9 Exchange Pl # 800,
Salt Lake City, UT 84111
(801) 869–2770

- Monitor a 300 residents in building while property management was offsite.
- Provide a security presence, logging all activity in and out of building.
- Part time position covering Grave Yard Shifts

WORK EXPERIENCE HIGHLIGHTS

Helpdesk Specialist: Corporate | Yardi Systems Inc.   2017 –2018
- Provided extensive networking and hands on support to resolve PC issues.
- Managed inventory control and new hire station builds.
- Logged all issues in KACE ticketing system

Network Operations Analyst | CaptionCall, LLC   2017 –2017
- Monitored Network traffic as well as Database jobs through tools like IDERA.
- Made sure any mission critical systems were 100% by testing the system every hour
- Reported outages and coordinated system failovers with appropriate teams

Associate Technical Account Manager | Yardi Systems Inc.   2016 –2017
- Provided priority support to escalated clients to resolve concerns and address ad hoc requests
- Implemented and trained all new clients and handled their transition into the Yardi Genesis 2 product
- Always managed the greatest number of clients, even more than the team veterans.

Helpdesk Representative: Self Storage | Yardi Systems Inc.   2015 –2016
- Provided technical support to Yardi Store Customers.
- Always scored 90% or better on customer reviews of support
- Used Oracle SQL to address and troubleshoot issues within the application.

EDI Configuration Analyst | PlanSource.   2013 –2015
- Configure and test healthcare files to make sure they met HIPAA compliance
- Met with QA to keep up on industry standards
- Started as a temp position, but went full time after 6 months of considerable performance

Night Manager | Housing Authority of Salt Lake City.   2011 –2013
- Use CCTV feeds to monitor individuals coming in and out of the building.
- Logged and reported all activity to property managers in the morning when they arrived.
- Provided a secure area for residents to rehabilitate their lives after most had been homeless.

References:
Patrick Lynch – Professional/Colleague
(385)-207-5082

Jason Bradley – Professional/Manager
(602) -799-6744

Anthony Wang – Professional/Colleague
(801)-703-8779

Eric Weeks – Professional/Manager
(801)-259-2808