

Mike Richardson

Houston, TX

📄 <https://www.linkedin.com/in/mikeric18>

Education

Aug 1995 | **BSc in Mathematics, minor in Computer Science**, *University of Houston*,
Dec 1999 *Houston, TX*.

Work Experience

Aug 2018 – **Stagehand, online worker**, *Upstage, IATSE51, Amazon MTurk*, Houston, TX.
Present

- Load in, setup and load out of audio and video equipment
- Work on a team in hotels, convention centers and theaters

Jan 2018 – **Cisco Sales Advisor**, *N3 Results / Cisco*, Dublin, Ireland.
May 2018

- Provide inbound sales recommendation to callers using phone, email and chat
- Translate customer discussions into written model for marketing criteria

Aug 2011 – **Delivery Driver**, *O'Reilly's Auto Parts*, Austin, TX.
Nov 2017

- Locate, document and deliver products to mechanics using company vehicle
- Operate Cash Register and complete customer checkout

Mar 2012 – **Delivery Driver**, *Andale Courier*, Austin, TX.
Mar 2013

- Provide same day delivery of gifts, TPN and medical pumps to patient's home or hospital room
- Install and maintain Digital Waybill app for iOS
- Maintain records of vehicle maintenance

Feb 2008 – **Technical Support Agent, Microsoft Exchange/Cloud**, *Harte-Hanks*,
May 2010 Austin, TX.
Jan 2008 – **Sales Support Engineer**, *Flexera Software*, Boston, MA.
May 2010

Skills

Programming 4 years supporting 4Test Object oriented language
Testing 4 years supporting software performance and GUI testing sales
Microsoft Active Dir, Group Policy, Microsoft MCP for Windows Server 2003 exam 70-290
ITIL 2 years importing XML, Excel, ODBC, csv, text, .mdf, Oracle
SQL Server Microsoft Querying SQL Server 2012, exam 70-461 in 2015
Cisco NDG Linux Essentials, Cybersecurity course 2020