



Michael Hess

Contact



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815 SE 5th AVE., Cape Coral, FL 33990



About Me

Tech-savvy and detail-oriented professional with experience in IT support, operations, and digital content creation. Skilled at working independently in remote environments, managing vendors, and streamlining digital workflows. Currently pursuing a Software Engineering degree, with strong communication and problem-solving abilities that support distributed teams.

Skills

- Remote IT & Technical Support
- Vendor & Operations Management
- Database & CRM Administration
- Digital Marketing & SEO Content
- Video Production & CAD Tools (Autodesk, NX 8, Shapr3D)
- Project Management & Remote Collaboration Tools (Zoom, Slack, Asana, Teams)



Education

- **Bachelor of Software Engineering**
Florida Gulf Coast University Expected - 2027
- **Pilots License**
ATP Flight School 2022 - 2023
- **Major of Business and Marketing**
Lansing Community College 2017 -2021



Experience

- **Fixed Operations and IT**
Subaru of Fort Myers 2024 - Present
 - Provide IT support and troubleshoot hardware/software issues remotely.
 - Maintain inventory databases and streamline reporting processes.
 - Coordinate with cross-functional teams to support digital workflows.
 - Reduced service downtime by introducing improved printer maintenance procedures.
- **Content Producer & Product Marketer (Self-Employed)**
TikTok & Online Platforms 2019 - Present
 - Produced video tutorials and marketing content on 3D printing and CAD software.
 - Managed international client relationships in fully remote settings.
 - Developed SEO strategies that increased content visibility and engagement.
 - Utilized tools such as Autodesk Suite, NX 8, and Shapr3D.
- **General Laborer**
Bigfoot Building and Fabrication 2020 -2021
 - Assisted with project setups, ensuring compliance with safety and organizational standards.
 - Supported logistics, transportation, and operations.
- **Operations Manager**
Asero Tent Rental 2018- 2020
 - Managed daily operations for tent and party equipment rentals
 - Oversaw customer service operations and ensured high satisfaction
 - Recruited, scheduled, and supervised staff
 - Maintained client relationships for event planning and booking
 - Negotiated service contracts and pricing agreements
 - Coordinated and optimized delivery and setup schedules



References

Jeff Reynolds

Subaru. Mazda. Hyundai. FT Myers
Former Director of Operations
Phone: (317) 345-9509

Michael Fendley

Subaru of Fort Myers
Love Encore Specialist
Phone: (864) 992-1669

Desiree Bernier

Subaru of Fort Myers
Warranty Manager
Phone: (239) 699-3804

Austin Sawyer

Dealer General
Area Manager
Phone: (239) 989-1442