

Michael Gibson

revue0813@gmail.com / (913) 948-2408 / Gardner, KS

Experience

Unit Armorer

United States Army • Fort Stewart , GA

08/2013 - 10/2014

- Managed and maintained an inventory of sensitive and valuable military equipment worth approximately 2 million dollars, demonstrating meticulous attention to detail and accountability, skills crucial for managing IT hardware and assets.
- Developed expertise in the maintenance, repair, and troubleshooting of a wide range of specialized military equipment and weapons systems, showcasing a strong technical aptitude applicable to understanding and resolving IT hardware issues.
- Maintained comprehensive records of equipment maintenance, repairs, and inventory transactions, demonstrating proficiency in documentation and record-keeping
- Provided training and guidance to unit personnel on equipment operation, safety procedures, and maintenance protocols, showcasing effective communication and teaching skills applicable to user support and training in IT systems and software.

IT Support

Microsoft • Olathe, KS

03/2008 - 03/2010

- Played a pivotal role in addressing the widespread Xbox 360 "Red Ring of Death" (RROD) issue, providing technical support to affected users, resolving hardware failures, and ensuring customer satisfaction during a critical period.
- Effectively communicated complex technical information to non-technical customers, providing clear instructions and support to resolve their issues and maintain customer loyalty.
- Maintained detailed records of customer interactions and technical resolutions, helping to identify patterns and inform the development of long-term fixes for the RROD issue.
- Managed a high volume of support requests efficiently and effectively during a major product crisis, demonstrating resilience, patience, and a commitment to exceptional customer service.
- Contributed to the refinement of support processes and protocols, streamlining the troubleshooting workflow and reducing the time to resolution for RROD cases.

Skills

Customer service, Problem-Solving, Advanced Hardware Troubleshooting, Advanced Software Troubleshooting, Communication, Networking Concepts, Programming, Front-End Development

Education

Information Technology

University of Missouri - Kansas City • Kansas City, MO

08/2024