

Michael Gibson

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Education

University of Missouri-Kansas City

Expected September 2024

Bachelor of Information Technology

Relevant Coursework: Computer Science I (Python) & II (C++), Data Structures, Web Development

Professional Experience

United States Army, Fort Stewart, GA

10/2010 - 07/2018

Arms Room Manager and Health Care Specialist

- Managed and maintained an inventory of sensitive and valuable military equipment worth approximately 2 million dollars, demonstrating attention to detail and accountability.
- Developed expertise in the maintenance, repair, and troubleshooting of a wide range of specialized military equipment and weapons systems.
- 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.

Microsoft, Olathe, KS

03/2008 - 03/2010

Help Desk Support

- 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.

Projects

Personal Website

- Designed and developed a personal website using Python, HTML, and CSS to showcase web development skills and professional portfolio.
- Implemented responsive design principles for optimal viewing on various devices using HTML/CSS.
- Integrated Python scripts to create dynamic content and streamline site updates.

Banking App, UMKC

02/2024-04/2024

- Collaborated with a team to develop a banking application using Python, HTML and CSS for personal finance management.
- Conducted thorough testing and debugging to identify and resolve issues, ensuring a reliable and robust application.

SOS Game, UMKC

09/2023-12/2023

- Developed an SOS game with a graphical user interface (GUI) using C++, demonstrating proficiency in game development and GUI design.
- Incorporated interactive features such as real-time score tracking and dynamic game board updates.

Skills

Technical Skills: Microsoft Office Suite, Troubleshooting, Programming, Full Stack Development

Programming Languages: Python, C++, Java, SQL

Web Development: HTML, CSS, JavaScript