**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**](https://github.com/revue0813/MyWebsite)

* 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**](https://github.com/revue0813/bank-project), 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**](https://github.com/revue0813/GUI_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