

# Michael Murphy

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## Objective

People-oriented, professional graduate looking to obtain the position of Technical Support Engineer.

## Education

### Bachelor of Science - Computer Information Systems

12/2020

University of West Florida – Pensacola, FL

Program GPA 3.2

## Skills & Abilities

### Installation

- Built and designed computer networks from the ground up.
- Administered and configured both SIP and VoIP communication.
- Applied STIGs to harden business network and mitigate threats.

### Programming

- Created a vast amount of in-depth Java applications.
- Gathered requirements and developed projects in Angular, Node.js, Ionic, .Net and React frameworks.
- Designed a trivia game in C#, following SOLID principals.
- Obtained Certificate in Database Systems.
- Managed Database access, backups and tuning SQL

### Written & Verbal

- Authored Entity Relational Diagrams
- Wrote SRS Requirements Documentation
- Formulated UML
- Notated tickets, resolved customer issues, dispatched technicians, adhered to policy and procedures, met metrics.
- Printed custom reports in ADP and Reynold's and Reynold's.

## Employment

### Navy Federal Credit Union

Current employer

- MSR 1 Consumer Lending: provide exceptional customer service, problem solve, adapt to changes, meet company metrics and gain accolades in the form of member compliments.

### Autoway Motors & FC Auto Repair

- Maintain and provide support on a continuous basis. Setup locations from ground up. Installed Switch, router, pc's, printers, sip phones, and a 16 channel dvr camera system.

12/2022

### Century Link

- Tier 1 tech support agent – Exceeded customer expectations, advised, and guided customers through troubleshooting processes, adhered to metrics.
- Resolved customer issues.

03/2014

### Charlotte Honda VW

05/2011

- Parts Manger/IT admin – placed customer orders, purchased IT equip, made IT decisions, preformed inventory, handled cash, billed accounts.

