**MICAH LOCKE**

Colorado Springs, CO | 719.650.6583 | micahlocke1@gmail.com

**TECHNICAL SUPPORT | INFORMATION TECHNOLOGY | SOFTWARE DEVOLPMENT**

***Technical Support and Information Systems Specialist*** with 7+ years of collective experience developing and managing client relationships within customer service settings. Possess extensive knowledge in troubleshooting, configuration, restoration, and repair of computer hardware / software derived from developing skills in a personal, educational, and professional setting. Career supported by the completion of a Bachelor of Science Degree in Information Systems and professional experience at Charter Communications.

* System Application Support
* Data Collection / Analysis
* Network Optimization
* Customer Service
* Workflow Management
* Team Collaboration
* C++ / Java Programming
* Web Development
* Technical Solutions

**ACADEMICS**

**Bachelor of Science |** Information Systems | *cum laude* (3.611 GPA)

University of Colorado – Colorado Springs, CO | Graduation, December 2017

**Specialized Coursework:** *Web Programming, Database Concepts & Applications, Computer Networks & Telecommunications, System Analysis & Design, Java Programming, Information System Security Management, Business and Economics*

**PROFESSIONAL EXPERIENCE**

Charter Communications/Spectrum | **Internet/Phone Technical Support**

Colorado Springs, CO | 40 hours/week | Jan 2018 - Present

* Internet and VoIP phone support for millions of customers around the US
* Software support for Spectrum TV App, My Spectrum App, McAfee Security Suite, Apple TV
* Account management for Spectrum.net, Spectrum email domains, billing information
* Consistently a top performer according to company metrics (Silver Award Q3 2018, Q1, Q2 2019 – A Top 10% Performer of Quarter, and several Bronze Awards given on monthly basis)
* Consistent use of visual, written, and verbal communication

Peterson Air Force Base Commissary | **Customer Service**

Peterson AFB, CO |20 hours/week | 2012 - Dec 2017

* Experience working with over 100 different employees with wildly varied ages and cultural backgrounds
* Effectively communicate with customers to find their needs and requests
* Responsible for working in an efficient and quick manner
* Well-liked and sometimes requested by customers for my politeness and accuracy of order
* Trained new employees to provide them with the skills to succeed

**ORGANIZATIONS / AFFILIATIONS**

**National Society of Leadership** | Member | University of Colorado | 2016 – Present

* Worked with other members to create goals for our future success
* Created actionable steps to achieve goals set
* Attended web seminars on many several topics such as: Leadership, Teamwork, and Selflessness

**PERSONAL PROJECTS**

**Owner and Creator of Micahlocke.com**

* Created primarily with languages: HTML, CSS, Bootstrap v4.3.1, jQuery
* Modern and easy to use presentation and appearance
* Designed to efficiently navigate and browse using either a computer or mobile device
* Hosted through GitHub

**Personal Desktop Assembly and Installation**

* Assembled personal computer for purpose of multitask work, gaming, and entertainment
* Components include: AMD Ryzen 7 1700x, 16GB DDR4 RAM, NVIDIA GeForce GTX 1080, 128GB SSD, over 1.6TB HDD internal storage, dual monitors
* Runs on Windows 10 Pro 64-bit

**TECHNICAL COMPETENCIES**

**Software:** Microsoft Office Business Suite, CSG, Remedy, Google Drive, GitHub **Languages:** C++, Java, HTML, Bootstrap, JavaScript, jQuery, PHP, SQL **Operating Systems:** Microsoft Windows / Mac OS / Android **Hardware:** Assembling personal computers