

MICAH LOCKE

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

TECHNICAL SUPPORT | INFORMATION TECHNOLOGY | SOFTWARE DEVELOPMENT

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