

MICHAEL FLEMING

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Professional Summary

Analytical IT professional who applies hardware and software design, installation, administration and configuration knowledge to support growing businesses and increase productivity.

Skills

- Certificate in Computer Operations
- Systems analysis
- Source-code control systems
- Linux and Unix expert
- Advanced knowledge of SSH
- LAN and WAN expertise
- FTP servers knowledge
- Security metrics
- Antivirus and spam blocking
- Remote access support

Work History

Writer 06/2013 to Current

Amazon, LLC – Los Angeles, CA

Created, designed, and sold short e-books for Amazon.com in a commission-based position.

Customer Service Representative 05/2012 to 05/2013

AT&T – Johnson City, TN

Answered calls for the billing department. Performed routine account maintenance and held a top-10 sales position in the company.

Education

Certification: CCNA (CISCO Certified Networking Associate) 2009

Northeast State Technical Community College - Blountville, TN

Accomplishments

- Recipient of the FBLA State of TN Desktop Publishing Award in 2000.
- Original inventor of the Dual-Input (Multi-WAN) Router.