

# MICHAEL RODRIGUEZ

(786) 223-9508 | contact@rodriguezmicahel.com | linkedin.com/in/michaelrod

With a strong foundation in project management, systems administration, and customer relations gained through both academic and professional experiences, I am well-equipped to excel in high-pressure environments. My goal is to leverage my passion for technology and diverse background to foster company innovation and provide effective engineering solutions to complex technical challenges.

## EDUCATION

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**Master of Science, Information Systems and Operations Management** Aug 2021 – May 2023  
University of Florida | College of Business | Concentration in Data Science

**Bachelor of Science, Information Technology** Aug 2012 – Aug 2015  
Florida State University | School of Information | Minor in Communication Studies

## SKILLS & MEMBERSHIP

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- **Business Software:** Active Directory, Adobe Creative Suite, AWS, BeyondTrust, ConnectWise, Firebase, Google Workspace, MS Office, MySQL Workbench, RStudio, Salesforce, Tableau
- **Programming Languages:** Java, Python, R
- **Web Technologies and Languages:** HTML, CSS, JavaScript
- **Memberships:** Association of Latino Professionals for America, UF Association for Information Systems, Society of Hispanic Professional Engineers

## WORK EXPERIENCE

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**Product Support Engineer Intern** May 2022 – Aug 2022  
AVEVA, Inc. | Philadelphia, PA

- Acted as a liaison between customers and software developer teams by translating business requirements into technical specifications across network architecture, security, data ingress, egress, and analytics.
- Utilized Salesforce to document troubleshooting steps and resolutions for customers, engineers, and colleagues through case entries and creating/updating knowledge base articles.
- Collaborated with software testers to develop test plans across OSIsoft's enterprise suite of software products.

**Technology Consultant** Aug 2021 – May 2023  
University of Florida | Gainesville, FL

- Provided initial contact for user inquiries and technical troubleshooting, resulting in a decreased escalation rate to higher support tiers.
- Assisted an average of thirty users daily with hardware and software issues, including Adobe Creative Suite, Microsoft Office products, and other programs.
- Monitored user activities, reported technical and physical troubles, and maintained computer stations across six learning spaces, improving overall user experience.

**IT Manager** May 2016 – Jul 2021  
MKRS Law | Coral Gables, FL

- Managed all IT projects within the firm, responsible for IT infrastructure of seven offices, and supported over ninety users while driving a long-term business strategy.
- Completed over thirty projects ranging from on-site to cloud server migration to upgrades/replacements of business software, reducing overall ticket submissions and increasing employee productivity.
- Oversaw IT budget, vendor contracts and relationships, including RFP, budgets, contract negotiations, and ongoing vendor management, leading to a 75% decrease in turnaround time.
- Gathered, analyzed, and documented business and system requirements in order to implement project deliverables.