


Michael Stoffer

Information Technology Professional

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Technical Skills

Technical Troubleshooting

Resolving Problems and Incidents

Highly Professional

Help Desk Support

Attention to Detail

Network management

Certifications

Amazon Web Services Certified Cloud Practitioner

The AWS Certified Cloud Practitioner examination demonstrates an overall understanding of the AWS Cloud

Credential verification website: https://www.credly.com/badges/6f0c24c9-c59e-4064-a630-d7bcd1b1c772/public_url

Military Experience

03/2021 to Current

IT Specialist

US Army – San Antonio, TX

Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

Explained technical information in clear terms to non-technical individuals to promote better understanding.

Managed and maintained tasks and calendars

Managed group share drive access and group emails

02/2020 to 02/2021

IT Specialist

US Army – Pyeongtaek, South Korea

Explained technical information in clear terms to non-technical individuals to promote better understanding.

Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

Helped streamline repair processes and update procedures for support action consistency.

Managed and setup video conferences for key leaders.

Assisted with account creations.

02/2016 to 02/2019

IT Specialist
US Army – Tacoma, Washington
Managed a team of 4
Set up and maintain communications
Configuring routers and switches
Updating computer and network systems for section

Education

08/2021 Technow-

Attended security plus fundamentals

11/2019 Basic Leader Course

This course provides students with an introduction to supervision techniques in the areas of counseling, communication operations management, training and front-line supervision

06/2016 Cyber School of Intelligence - Fort Gordon, GA

Obtained Knowledge about Cyber security, basic computer programs, network fundamentals and general military equipment.