Michael Loomer *Information Technology Manager*

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in https://www.linkedin.com/in/michael-loomer/ ◯ https://github.com/MLoomer

🫠 SKILLS

Technical Skills
Javascript, Java, SQL, Python, Bash, ReactJS, HTML, CSS, GApps Script

Managerial Skills
KPI Creation, Project Management, ITIL4 Practitioner, Excel/GSheets Power User

💼 PROFESSIONAL EXPERIENCE

Technology Site Support Manager, SPPlus
Oversee and lead the resolution of technical issues for 300+ sites systems for operations nationwide. Managing a team and coordinating support efforts through phone calls, emails, and direct interactions.

- Technology Site Support Manager from 2024+
- Operations Manager from 2017 - 2024

2017 – present
Austin, USA

Business Owner, Eternity Hosting LLC
Coordinated and directed the leasing & support of virtual servers from a fleet servers across countries. Created and maintained bash scripts for automating server creation, updating, and archiving.

2013 – 2015
Dripping Springs, USA

📂 PROJECTS

Data Analytics
Created automated KPI Dashboards for support operations using QLIK & App Script.

2022 – 2023

Outsourcing
Team player in the transition of SP+ switching to a hybrid BPO Contact Center.

2021

Development of Support Management
Trained & Developed Management teams for new SP+ Contact Center's in Arizona, Florida, & Mexico.

2017 – 2021

🎓 EDUCATION

Bachelor of Science in Computer Science,
Western Governors University

Automotive Technology Degree, Universal Technical Institute

🎖 CERTIFICATES

- ITIL Foundation Certificate in IT Service Management
- Linux Professional Institute Linux Essentials
- Google Professional Workspace Administrator by Google Cloud
- Google IT Support Professional