

# Micah Ellis

Support Specialist

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<https://www.micahellis.dev> 

## / Experience

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### Support Specialist

Verizon Wireless 2022 – 2023

- » Investigated the root cause of system and device issues and devised efficient solutions.
- » Multitasked between troubleshooting, sales, and support in a dynamic environment.
- » Generated revenue by identifying needs and offered solutions catered for the customer.

### Software Developer

General Assembly 2020 - 2021

- » Completed a variety of projects using full-stack programming languages, tools, and methodologies.
- » Regularly assisted peers in troubleshooting issues and providing support and feedback on projects other than my own.
- » Analyzed reports and analytics on projects using Tableau.

### General Manager

Goodwill Industries of Denver 2013 - 2020

- » Built and deployed an Excel-based employee scheduling template utilizing payroll data to be for all retail locations.
- » Managed a team of 60 employees, focusing on supporting the mission by providing pathways for disadvantaged individuals to be successful.
- » Worked closely with other departments to organize and lead various training sessions related to procurement and operations management in SAP.

## / Skills

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- » Programming Languages: Python, C++, JAVA, SQL, Kotlin, JavaScript, HTML, CSS, Django
- » Technical Skills: full-stack development, MS Office, Windows, Linux, API, SAP, LMS, Payroll
- » Other Skills: Excellent communication skills, detail-oriented, multitasking, customer service, project management

## / Education

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- » **Colorado State University Global** — BS Computer Science

Referecnes available upon request.