



Michael R. Fernald
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Objective

To obtain an internship within the Informational Technology field working on both a physical level and digital level.

Education

Guilford College, Greensboro, NC

May 2020

BS in Computer Technology Information Systems & Experience Design GPA 3.55

Related Course Work:

- Operating Systems
- Systems Design & Analysis
- Intro to Computer Programming
- Management Information Systems
- Experience Design
- Intermediate Experience Design
- Information Design
- Database Systems
- Technical & Professional Communication

Quincy High School, Quincy, MA

June 2016

Certificate of Occupational Proficiency in Information Technology Support Services and Networking

Work Experience

Level 2 Support Technician, Guilford College, Greensboro, NC

January 2018 – Present

- Provide technical support by applying known solutions to problems, or by conducting research into the resolution
- Arrange media setups for faculty/staff locations
- Provide assistance to Conference and Events with technical setups for college events
- Support all college owned media, hardware and supported software
- Instruct and Support Level I Support Technicians on exceptional customer service, quality problem resolution, ticket incident management, and media services management

Webmaster, and I.T. Services, Good Health Inc., Quincy, MA

December 2015 - Present

- Troubleshoot connectivity issues with inventory and ordering systems
- Perform content updates to the company website
- Perform upgrades of key systems and maintain POS systems and perform maintenance and troubleshooting through remote desktop connections.
- Build and upgrade new PCs across both store fronts and corporate office

Level 1 Support Technician, Guilford College, Greensboro, NC

September 2016 - January 2018

- Answer phone calls at the help desk; assist walk in customers with a variety of IT related questions
- Provide timely setups for academic and staff media events
- Respond to any on campus network connectivity issues in 15 buildings; diagnose and resolve virus, spyware, and malware issues

Work Experience cont.

Electrician Assistant, Matthew Hughes Electric, Quincy, MA

May 2015- September 2015

- Ran and connected low voltage Cat5 and Cat6 cables
 - Assisted with moving tools and supplies onto and off of the worksite
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Other Experience

- Independent Contractor, T. Gilbert Pearson Audubon Society, Greensboro, NC January 2018 - Present
 - Cashier, Good Health Natural Foods Quincy, Quincy, MA August 2015 - December 2015
 - Construction Worker, Yankee Sheds, Quincy, MA June 2015 -September 2015
 - First Mate, Lobster Boat: The Flossie, Weymouth, MA June 2014 - September 2014
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Skills and Certifications

- HTML Coding
 - Technical Computer Applications
 - Microsoft Office Word/Excel/PPT/Access
 - PC Maintenance & Repair
 - Networking
 - Cisco Network Academy Entrepreneurship Certification
 - Cisco Network Academy I.T. Essentials Certification
 - Cisco Network Academy Cybersecurity Certification
 - OSHA 10-Hour General Industry Certification
 - American Red Cross CPR Certified
 - Adobe InDesign
 - Adobe Photoshop
 - Microsoft Active Directory
 - Microsoft Visio
 - Windows & Linux Server OS
 - Telecommunications Cabling
 - Office 365 Administration
 - Google Administrative Suite
 - PostgreSQL
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Academic Honors and Awards

- Deans List Guilford College September 2016 - December 2017
 - Presidential Scholarship Guilford College September 2016
 - Four Friends Scholarship June 2016
 - Arthur Yacubian Scholarship June 2016
 - SkillsUSA Silver Medal in Telecommunications Wiring May 2016
 - SkillsUSA Bronze Medal in Chapter Business Procedure May 2015
 - Business National Honors Society September 2016 - June 2016
 - Science National Honors Society January 2015 - June 2016
 - National Honors Society January 2015 - June 2016
 - Donna Willoughby Community Service Award June 2014
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Affiliations / Community Involvement / Leadership

- Google IgniteCS - Guilford College, Greensbor, NC September 2017 - December 2017
 - Member - German Club Guilford College, Greensboro, NC October 2017 - Present
 - Volunteer - Bill Dunn Road Race, Quincy, MA June 2005 - Present
 - Volunteer - Reelection Campaign of Margaret Laforest, Quincy, MA June 2015 - November 2015
 - Vice President - SkillsUSA Quincy High Chapter, Quincy, MA September 2014 -June 2016
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References Available Upon Request