

Michael Dorman

ENTRY-LEVEL IT PROFESSIONAL | SYSTEMS SUPPORT | PROJECT COORDINATION

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PROFESSIONAL SUMMARY

Recent B.S. Information Technology graduate with CompTIA certifications in support, networking, security, Linux, cloud, and project management. Hands-on experience developing technical prototypes, troubleshooting software and Windows audio configurations, supporting family-business technology needs, and documenting implementation plans. Seeking an entry-level IT support, systems support, application support, or technical project coordination role.

CORE COMPETENCIES

Technical Support | Troubleshooting | Windows | Linux Command Line | TCP/IP | DNS | DHCP | Virtualization
Project Coordination | Waterfall & Agile Concepts | Requirements Documentation | UAT | Risk Tracking | Stakeholder Communication
Microsoft 365 | Advanced Excel | HubSpot | Microsoft Project | AWS Cloud Concepts | HTML | CSS | JavaScript | Data Integrity

PROFESSIONAL EXPERIENCE

IT & Operations Project Support

Delgar Professional Services (Family Business)

November 2023 - Present

- Provided part-time, project-based support involving website updates, technical research, spreadsheet analysis, documentation, and operational technology needs.
- Developed interactive web prototypes that translated cost assumptions into clear estimates and visual comparisons for decision support.
- Researched technical problems, evaluated possible solutions, tested functionality, and documented findings and limitations.
- Maintained and tested a professional portfolio showcasing web applications, implementation planning, and systems-focused technical projects.

Production & Quality Control Specialist

Business Cards Tomorrow (BCT)

May 2018 - October 2018

- Operated production equipment, completed quality inspections, and verified products against client specifications and delivery requirements.
- Managed receiving and inventory records for production materials, helping prevent shortages and schedule delays.

Pension Benefit Consultant

Willis Towers Watson

October 2017 - April 2018

- Resolved high-volume participant inquiries accurately in a fast-paced, client-facing service environment.
- Protected confidential information through careful documentation, compliance procedures, and quality-control practices.
- Coordinated with internal specialists to investigate cases, communicate outcomes, and resolve participant concerns.

SELECTED PROJECTS

CRM Implementation Capstone (WGU)

- Created a simulated Waterfall plan for a HubSpot CRM implementation, including requirements, migration controls, risk documentation, UAT criteria, training, and deployment milestones.

Cruise Cost Analyzer

- Built a responsive JavaScript application that validates trip inputs and converts them into real-time total-cost estimates and visual budgeting summaries.
cruisecostanalyzer.tiiny.site

Project Genesis - Unreal Engine Procedural Planet

- Built an explorable planet prototype in Unreal Engine using Blueprint-based procedural geometry and documented performance limitations involving terrain noise, traversal, and optimization.

Windows Audio Configuration Support

- Troubleshot Windows audio-routing issues involving VoiceMeeter, virtual devices, application inputs, and signal-path conflicts for users in an online community.

EDUCATION

Bachelor of Science in Information Technology

Western Governors University

July 2025

CERTIFICATIONS

CompTIA A+ | Network+ | Security+ | Linux+ | Project+
AWS Certified Cloud Practitioner | Google IT Support Professional