

Michael Horaney

Objective

I work on the front end, a bridge between customer service and the staff who are the back end of technology. Using active listening skills, I connect the customer and the IT staff. Quickly adapt to changing environments, keeping tasks on track while maintaining a healthy work/life balance. Discern my roles and responsibilities and prioritize level of urgency and importance. Minimize wasted and duplicate efforts to maximize customer satisfaction and financial outcomes.

Experience

July 1999- November 2021 SpartanNash Grand Rapids, MI

Computer Systems Engineer

- Second level technical support for OS, software and hardware
- Review, testing and deployment of computer hardware
- IT hardware/software liaison for all IT corporate projects outside of the IT department.
- First level of IT procurement management: consult and negotiate tech needs of all corporate associates based on want, appropriate solution and cost.
- Responsible the life cycle of over two-hundred third-party applications, including tax, accounting, marketing, graphic design, and other wide-ranging software.
- The "face" of IT for the company. The go-to person for any IT questions, concerns or problems that associates have and are not sure where to go.
- Setup and deployment of all laptops and desktops within the corporation. 70/month.

July 1996-July 1999 SpartanNash Grand Rapids, MI

Computer Support Specialist

- First level technical support for corporate and retail locations
- Liaison to second-level support team
- Including PC hardware/software and Retail technology equipment.

Skills and Support

- Microsoft Windows
- Microsoft Office 365
- Microsoft Teams
- Adobe products, including Photoshop and Premiere Pro
- Crestron hardware
- Computer hardware troubleshooting and repair
- Strong writing and communication skills
- Research, testing, implementation, maintenance, and support of software
- Strong Customer Service Skills

Education

Sept 1988 – June 1992 Western Michigan University Kalamazoo, MI

BA in Behavioral Psychology
Social Work minor