

# Michael Meschede

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## EDUCATION

### University of Tennessee at Chattanooga

B.S. Computer Science: Cyber Security, GPA: 3.87/4.00

*Dean's List, MocSec, Alpha Lambda Delta Honor Society*

Chattanooga, TN

Est. Graduation 2026

## PROFESSIONAL EXPERIENCE

### University of Tennessee at Chattanooga

*Client Services*

Jan 2024 - Present

- Managed incoming phone calls, providing professional and friendly customer service.
- Resolved general IT issues promptly, showcasing effective problem-solving skills.
- Utilized TDX ticket tracking system to input, assign, and resolve issues, maintaining accurate records.

### Maryville City Schools

*Technology Intern*

May 2024 - August 2024

- Imaged and digitally personalized over 1000 laptops for students in four different schools over the summer.
- Organized and tested classrooms and lab setups for each school and surrounding classes.
- Learned and improved networking skills and technology organization through cable routing and patch panel setups.

### Walmart

*Personal Shopper*

Oct 2021 - August 2024 (Academic Breaks)

- Located and prepared around 100 orders a day.
- Dispensed groceries to customers who ordered online.
- Implemented effective communication skills to consult with customers regarding their orders.

## TECHNICAL SKILLS AND CLASSES

### Skills:

- Proficient in Java, Python, Web Development, and x86 Assembly
- Experienced with Windows, macOS, and Linux
- Knowledgeable in Command-Line Interfaces and Best security practices.

### Related Coursework:

- Computer Science Fundamentals
- Data Structures & Algorithms
- Introduction to Operating Systems
- Software Design and Development
- Principles of Information and Software Security