

Michael Cwener

michaelcwener.com | michaelcwener@gmail.com | [LinkedIn](#) | +1 (949) 370-7061 | Franktown, CO

PROFESSIONAL SUMMARY

A dependable professional with 7 years experience in the event rental and warehousing industries, as well as customer service experience. I am interested in working in the computer networking field with the experience I have learned in both my higher education and work experience.

PROFESSIONAL SKILLS AND INTERESTS

- Customer Service
- Problem Solving
- Teamwork - Oriented
- Computer Networking
- Time Management
- Organization

EDUCATION

Bachelor of Science in [Computer Science](#), emphasis in Network Security, California State University, Monterey Bay

Associate in Science in Mathematics and Science, Palomar College, San Marcos

- Network+ Certification ([N10-008](#)) – Comptia
- Cisco Certified Network Associate (CCNA 201-301) - Estimated Completion May 2024

PROFESSIONAL SKILLS DEMONSTRATED

Drifters Hearts of Hope

March 2022 – Present

A 501(C)3 non-profit horse rescue that has rehomed ~700 horses and counting since 2014

Night Stable Hand

Administer care for ~26 horses, feeding, watering and other property maintenance projects.

- **Working independently** : Administer routine care to horses - Feeding, cleaning and moving horses.
- **Maintenance**: Upkeep of numerous pieces of equipment, such as mowers and small engine repair. Property maintenance including fencing and motorized gate repair.

MJC Sellers

March 2022 – Present

An Independent eBay store with over 900 unique items sold, selling domestic and internationally

Internet Sales (Reseller)

- **Customer Service**: Responded to customer questions and concerns through online messages about product and shipping-related questions.
- **Shipping and Packaging**: Responsible for packaging and shipping varying sized items using several different shipping services.

- **Ad generation:** Prepare products for photography and produce advertisements to be placed on online marketplaces.

Jolly Jumps / Express Events

June 2016 – March 2022

An Event and Party Rental firm with ~25 employees and ~\$5 million in annual revenue that produces events for clients like In-N-Out burger, United States Marine Corps, Chick-fil-A, and services numerous accounts throughout the Southern California area.

Warehouse Supervisor (April 2018 – March 2022)

Responsible for leading team members in daily tasks set by the operations team.

- **Organization:** Responsible for loading and unloading of delivery vehicles, requiring keeping track of numerous pieces of equipment during the loading process. Ensuring the right equipment gets loaded for the proper vehicle. During peak times ensuring ~15 delivery vehicles have proper equipment loaded. Responsible for warehouse crew cleaning and restocking equipment properly.
- **Teamwork - Oriented:** Consistently worked with fellow team members to ensure accurate loading of rental equipment into delivery vehicles. Worked with 2-10 team members to ensure these items were loaded accurately and in a timely manner.

Delivery Crew (June 2016 – April 2018)

Tasked with leading a crew of two to five with delivery, installation and pickup of various event rental items in a variety of vehicles.

- **Customer Service:** Assisted event producers and customers with accurate delivery and installation of event rental equipment in order to have a successful event.
- **Time Management:** Tasked with several deliveries that were time critical on one route. Requiring certain allocation of time for each delivery in order for each event to start on time.
- **Problem Solving:** Regularly solve unforeseen issues on a job site and, with little resources, come to a workable solution.

Computer Science Department at California State University, Monterey Bay

January 2017 – December 2017

Computer Science Department at CSUMB; ~50 Faculty and ~40 TA's responsible for the academic standing and well-being of the student body.

Teachers Assistant (TA++)

Worked alongside an instructor to serve ~50 students in a college course focusing on computer networking.

- **Teaching:** Aided students in office hours in computer networking concepts that were learned during lecture. Providing aid with homework, projects and test review.
- **Networking Concepts:** Helped students grasp networking concepts such as Local area Networks, Wide area Networks, Networking protocols (TCP/IP) and OSI model.

- **Grading:** Responsible for grading student homework, projects and tests. These grades were then imputed into an online student gradebook.
- **Quiz generation:** Worked with course instructor to construct quizzes for every lecture. These quizzes were used to reinforce topics covered in lecture and supplemental text.

VOLUNTEERISM

Drifters Hearts of Hope – Volunteer: Assisted with different fundraisers to help raise money for care of rescue horses. Helped with setup and takedown of fundraisers such as tack sales and holiday events.

RELEVANT PROJECTS

Virtual Scaled-Down Network: Led a team of three to develop a scaled-down network leveraging virtual machines, complete with DNS, web, email and soft phone services. Utilizing open source tools: VirtualBox, PFSense, FreePBX and Spiceworks to demonstrate skills learned in college course [CST 412](#) Network administration. (December 2017)

Threat Detection Through Heuristic Analysis (Capstone): Researched with two other students and a Mentor new detection methods that would use Netflow data from a network as a baseline to analyze anomalies in order to detect network intrusions. Tools used in research: Packet Tracer, GNS3, Softflowd, Nfdump, Silk.

Textbot: Built a text based guided tour with a group of 3 other students to help new students learn buildings on campus due to difficulties with wifi signals on campus. Implemented using python, Twilio API able to deploy anywhere using a raspberry pi. Built as the final project for [CST 337](#) Computer Architecture (August 2016)

OTHER RELEVANT INFORMATION

Additional Languages: Polish (elementary proficiency)

Technical Skills: Python, C++, Java, HTML, CSS, Packet Tracer

Awards: Teachers Assistant of the month — Computer Science Department (April 2017)