

# MICHAEL OLIPHANT

michael@oliphant.dev • San Antonio, TX • 253-223-4958

[www.linkedin.com/in/michaeloliphant1](https://www.linkedin.com/in/michaeloliphant1)

Portfolio: [oliphant.dev](https://oliphant.dev)

## SKILLS

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**Technical:** Windows 10/11, Microsoft 365 Administration, User & System Configuration, Networking (TCP/IP, DNS), Hardware Setup & Troubleshooting, Ticketing Systems (ServiceNow), Google Workspace

**Professional:** Customer Support, Technical Communication, Problem Solving, Time Management, Team Collaboration, Leadership & Training, Process Improvement

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## PROJECTS

- **Cloud Deployment:** Deployed a production static website using Amazon S3, CloudFront, ACM (SSL), and Cloudflare DNS
  - **Security & Networking:** Implemented HTTPS, CDN caching, and private S3 origin access with no public bucket exposure
  - **Migration:** Migrated site from on-prem homelab hosting to AWS cloud infrastructure, eliminating port forwarding dependencies and improving security
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## WORK EXPERIENCE

### Senior Operational Leader, Chick-fil-A, Inc.

Dec 2022 - Present

- Serve as the primary point of contact for troubleshooting both guest-facing (mobile app, payment systems) and internal technology issues.
- Collaborate with Chick-fil-A's corporate IT support team to resolve network, POS, and routing problems affecting store operations, using ServicePoint for ticket tracking and documentation.
- Lead and mentor a team of 30+ employees, fostering accountability and collaboration while driving KPI success in OSAT, order accuracy, and speed of service—maintaining results consistently among the top-performing 20% of stores company-wide.

### Technology Support Volunteer, Graham Kapowsin High School

Sep 2018 - Jun 2022

- Assisted students and staff with iPad setup, connectivity, and troubleshooting after the district implemented new digital learning devices.
  - Helped resolve common hardware, software, and Wi-Fi issues, improving device uptime and user accessibility.
  - Collaborated with teachers and IT staff to identify recurring problems and communicate solutions effectively.
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## EDUCATION

### Bachelor of Science in Information Technology Management

Jan 2023 - Apr 2026

Western Governors University

- Coursework in cloud computing, network administration, and systems management.

### Certified Clinical Medical Assistant

Dec 2024 - Sep 2025

Alamo Colleges District

- Strengthened documentation accuracy and communication skills in a highly customer-facing role, balancing empathy, professionalism, and problem-solving.

### AWS Certified Cloud Practitioner

In Progress

Amazon Web Services Training & Certification