***Michael I Riggins*** **12025 NE 14th St Vancouver, WA 98684** **Cell 503-975-8569 www.linkedin.com/michaelriggins**  
**mriggins1988@gmail.com**

**Experience**

**Assistant IT/ Training Coordinator   
April 2003 – Present   
McDonald’s Stayton, Oregon**  
Troubleshooting POS and ISP issues.   
Uninstalling software and hardware.

Installing new software and hardware.  
Creating training manuals and programs to oversee launch of new software.   
Operated Active Directory, giving staff access and instructing on the use of software.

Trained employees and promoted security awareness to ensure system security protocol was being followed at all times.

Trained, coached and mentored staff to ensure smooth implementation of new programs.   
Implemented innovative programs to increase employee loyalty and reduce turnover.

Analyzing profit/loss statements from past years and months.

**Assistant IT/ Audio Technician**

**June 2004 to Present**

**Mt. Olivet Baptist Church Portland, Oregon**

Troubleshooting CPU issues.   
Installing new software and hardware.   
Configuring desktop and laptop computers to business server.   
Creating troubleshooting manuals for software.   
Modify computer security files to incorporate new software, correct errors, or change individual access status.   
Operated Active Directory, inputting new staff and assigning privileges.  
Engineer for concerts and Sunday morning services.   
Trained various employees and volunteers in the art of audio engineering and how to create a good mix.

**EDUCATION:**

**2014 – Recording Connection Los Angeles, CA**

*Audio Engineering & General Studies*

**2010 – Clark Community College Vancouver, WA**

GED