

Mihaly M. Fustos

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EDUCATION

5/2015 Metropolitan State University of Denver, Denver, CO

Bachelor of Arts, Computer Info. Systems

5/2010 University of Colorado, Boulder, CO

Bachelor of Arts, Psychology and Neuroscience

Minor in History

WORK EXPERIENCE

10/2015 to Present **Technical Lead**

Long View Systems, Denver, CO

- Provide exemplary tier 1 and tier 2 technical support to over 150 companies and 70,000 clients located across the globe.
- Provide outstanding customer support to clients for hardware and software issues, and recognized as one of the top consultants in the company through achievement awards.
- Work one-on-one with clients, including CEOs, to better understand business needs and expectations, and guarantee 100% customer satisfaction.
- Implement software and hardware for clients from world leading technology partners including Cisco, VMWare and Microsoft.
- Client list includes Brion Energy, Joy Global, Nature's Path, Breitburn Energy, Husky Energy and Intrawest.

2/2011 to 10/2014

Project and Classroom Technology Specialist, Educational Technology Center, Metropolitan State University of Denver, Denver, CO

- Managed \$200k budget for building a video-editing network that supports technical communication courses and IT services.
- Directed the migration of administrative and academic sites to provide more user-friendly service to faculty and staff.
- Provided routine diagnostic and software updates to departmental sites and faculty computer lab.
- Researched, co-authored and published article on the use of social media in higher education ("Social Media in Higher Education", *Twentieth Americas Conference on Information Systems*, 2014).
- Coordinated with AHEC to organize the Third Annual Teaching and Learning with Technology Symposium; oversaw accommodations, catering and AV needs for presenters and participants; secured symposium sponsors, designed program layout and interfaced with conference vendors.
- Installed, updated, and maintained hardware and software in classrooms and faculty offices to provide exemplary customer service for faculty.
- Supervised IT Help Desk employees.
- Trained faculty, staff, and students in a classroom environment to ensure successful use of Qualtrics, Blackboard Learn and Site

Manager.

6/2004 to 1/2006

IT Intern, *Metropolitan State College of Denver*, Denver, CO

- Maintained student and administrative servers.
- Installed hardware and software in student computer labs.
- Provided customer support to students and faculty for hardware and software issues.
- Fixed recording and index errors in student and administrative profiles.

**COMPUTER
SKILLS**

Applications

Microsoft Office, Microsoft Visio, Adobe Captivate, Adobe Dreamweaver

Operating Systems

Windows, OS, iOS, Windows Server

Services

BMC Remedy, BMC Footprints, TerminalFour, Active Directory, BlackBoard Learn, WordPress, Qualtrics

**FOREIGN
LANGUAGES**

Hungarian (fluent)

Spanish (conversational)