

MICHAEL OLIPHANT

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

www.linkedin.com/in/michaeloliphant1

Portfolio: oliphant.dev

SKILLS

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

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
 - **Home Lab & Systems Administration:** Built and maintained a personal home lab using Linux and Windows systems to practice user management, basic networking, file sharing, and troubleshooting common system issues.
-

WORK EXPERIENCE

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

Dec 2022 - Jan 2026

- Triaged and resolved guest-facing and internal technology issues (POS systems, mobile ordering, payments, and basic network connectivity), escalating when necessary to minimize downtime.
- 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.
-

CERTIFICATIONS

AWS Certified Cloud Practitioner

Jan 2026

CompTIA Network +

In Progress

EDUCATION

Bachelor of Science in Information Technology Management

Jan 2023 - Apr 2026

Western Governors University

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