

# MICHAEL OLIPHANT

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

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

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

## SKILLS

---

**Technical:** Windows 10/11, Active Directory, Microsoft 365 Administration, User and Group Administration, Ticketing Systems, ServiceNow, Networking TCP, IP, DNS, Hardware and OS Troubleshooting, Linux

**Professional:** End User Support, Customer Service, Technical Communication, Incident Escalation, Root Cause Analysis, Team Collaboration, Time Management, Documentation, Technical Troubleshooting

---

## WORK EXPERIENCE

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

**Dec 2022 - Jan 2026**

- Triaged and resolved customer facing and internal incidents involving POS systems, mobile ordering, payments, and network connectivity, escalating based on impact to minimize downtime.
  - Collaborate with corporate IT support teams 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.
- 

## PROJECTS

### Active Directory Homelab

- Built a small Active Directory homelab using Windows Server and a domain joined Windows workstation to understand user authentication access control and basic group policy
- Managed users and groups applied basic group policy settings and handled common help desk tasks such as password resets account unlocks and resolving login issues related to DNS

### Serverless Ticketing System (AWS)

- Built a serverless ticketing application integrating Amazon S3, API Gateway, Lambda, and DynamoDB to model real world IT support workflows ticket handling and service integration.
- Troubleshot request flow, API behavior, and service interactions across AWS components during development and testing

### Website Infrastructure Migration (On Prem → AWS)

- Migrated a personal website and supporting infrastructure from on prem Linux machine hosting to AWS to improve security and deployment consistency
  - Implemented static hosting using Amazon S3 and CloudFront, redesigning access architecture to eliminate direct inbound exposure
  - Troubleshot DNS, deployment, and application behavior across cloud services during and after migration
- 

## CERTIFICATIONS

**AWS Certified Cloud Practitioner**

**Jan 2026**

**Microsoft Certified Azure Fundamentals**

**Jan 2026**

**CompTIA Network +**

**In Progress**

---

## EDUCATION

**Bachelor of Science in Information Technology Management**

**Jan 2023 - May 2026**

Western Governors University

- Relevant coursework in information systems, IT operations, and technology management.