# MICHAEL TOBIAS

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## SUMMARY

IT professional with Bachelor's in Information Technology (Networking) and four years of technical support experience. Skilled in end-user support, hardware troubleshooting, and technical problem-solving across Mac and Windows environments. Strong communicator who adapts quickly to new technologies and works effectively in team settings.

## EDUCATION

**Bachelor of Science, Information Technology**

*University of South Alabama, Mobile, AL | December 2025*

- Concentration: Networking | Dean's List: 2021-2025
- Relevant Coursework: Advanced Network Management, Data Communications and Networking, Database Design, Advanced Application Development, File Systems for Digital Forensics

## EMPLOYMENT

**IT Support Specialist**

*McGill-Toolen Catholic High School, Mobile, AL | August 2021 – Present*

- Provide technical support for 100+ faculty and staff across Mac, Windows, and iOS devices, troubleshooting hardware, software, printer, and network connectivity issues
- Install and configure hardware including laptops, printers, projectors, and mobile devices with routine maintenance
- Perform software updates and provide remote support via TeamViewer for troubleshooting and configuration
- Run and terminate network cabling through building infrastructure and install Cisco wireless access points for campus network expansion
- Manage IT equipment inventory and deployment, tracking hardware from procurement through installation

## ACADEMIC PROJECTS

**AI Voice Call Agent | Senior Capstone Project**

*August 2025 – December 2025*

- Developed AI-driven voice call system deployed on Railway cloud platform using Python FastAPI, integrating Monday.com, Twilio, and LiveKit for automated survey outreach
- Managed API keys, environment variables, and webhook integrations across cloud deployment environment
- Collaborated with team using Git/GitHub for version control and troubleshooting integration issues

**Drink-Tempinator IoT System | Senior Demo Project**

*August 2025 – December 2025*

- Deployed IoT solution on Raspberry Pi Zero 2 W running Linux with Python FastAPI backend and DS18B20 temperature sensor via GPIO
- Configured WiFi setup portal and automatic startup services, implementing email notifications via Gmail SMTP
- Built web interface with WebSocket real-time updates achieving 2-second intervals and responsive design for mobile/desktop

## CAMPUS INVOLVEMENT

**Sigma Chi Fraternity, Eta Epsilon Chapter**

*January 2023 – May 2025*

- **Historian:** Created branded graphics and visual content for social media, photographed events and maintained digital archives
- **Fundraising:** Participated in fundraising events raising over $50,000 for USA Health Children's & Women's Hospital

## TECHNICAL SKILLS

- **Operating Systems:** macOS (primary experience), Linux/Raspberry Pi OS, Windows
- **Hardware:** Hardware installation and troubleshooting, network cable installation and termination, mobile device support (iOS), component-level diagnostics, printer setup
- **Networking:** Understanding of Active Directory, Group Policy, DNS, DHCP, TCP/IP, HTTP/HTTPS, WiFi configuration, network troubleshooting
- **Software:** Microsoft Office Suite (Word, Excel, PowerPoint), cloud platforms (Railway, Supabase, Vercel)
- **Programming:** Python (FastAPI), JavaScript/TypeScript, SQL, HTML/CSS
- **Tools:** Git/GitHub, Wireshark, VirtualBox, Railway, Supabase, Twilio, Canva
- **Soft Skills:** Technical documentation, customer service, team collaboration, problem escalation, time management