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# MICHAEL CARLTON GAGNON

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## PROFESSIONAL HIGHLIGHTS

Innovative and hands-on Sailor | Marine (honorably discharged) with expertise in project management, business administration, information systems, and cyber and network security.

## ACADEMIC BACKGROUND

**Bachelor of Arts Degree in Political Science** ..... May 2010  
Florida Atlantic University, Jupiter, FL.

**Associate of Arts Degree in Liberal Arts (*Phi Theta Kappa*)** ..... May 2007  
Palm Beach State College, Palm Beach Gardens, FL.

## WORK EXPERIENCE

**Office Manager - Palm Beach Stairs Inc., Palm Beach, FL.** ..... 2018 to Present

- Manage all projects and business operations. Support high-functioning teams. Manage client-server network and information systems. Maintain data, cyber, and network security. Coordinate procurement. Build and maintain customer relationships.

**Owner/Operator - MiiFone, LLC., Palm Beach, FL.** ..... 2011 - 2017

- Streamlined business processes. Managed business operations. Implemented successful marketing campaigns. Coordinated quality repairs of mobile phones, tablets, and peripherals. Sustained 25-40% annual growth. Sold as a profitable business in 2017.

**Lifeguard - Palm Beach County Ocean Rescue, Palm Beach, FL.** ..... 2005 - 2010

- Implemented public safety measures at Palm Beach County public beaches. Communicated effectively. Rescued distressed swimmers on demand. Saved lives.

**Network Engineer - Maverick Industries, West Palm Beach, FL.** ..... 2001 - 2005

- Managed and secured a 20-node Microsoft client-server network. Built or upgraded computers systems. Pinpointed and fixed hardware, software, and network issues.

**Technology Consultant - Office Depot, Lake Worth, FL.** ..... 2001 - 2003

- Successfully sold technology solutions based on careful review of customer needs.

## CERTIFICATIONS

- Small Computer Systems Specialist MOS 4066 - United States Marine Corps
- A+ Certified (Hardware & Software) - Aerotek Training Center
- Microsoft NT Server 4.0 - Global Knowledge Networks
- Red Cross Lifeguard, CPR, AED, and Oxygen.