Michael Freeman

mgfree99@gmail.com | (580)977-7948
Oklahoma City, OK | www.linkedin.com/in/michaelgfreeman | michaelgfreeman.com

WORK EXPERIENCE

Oklahoma City Community College, Oklahoma City, OK

Coordinator of Technology Support Services
April 2024 - September 2025

- Directed cross-functional support teams (10 staff) in delivering critical technology services for a large client base (~12,000 students/staff).
- Served as a key liaison between technical support and executive stakeholders, ensuring strategic alignment and transparent communication of service delivery metrics.
- Functioned as Product Owner for the FreshService ticketing platform, managing the product roadmap, vendor relationships, and deployment strategy for optimal workflow.
- Oversaw and streamlined technology rollouts, serving as the single point of contact to ensure timely delivery and end-user adoption across the organization.
- Managed the comprehensive inventory records of technology assets, ensuring accurate tracking and effective asset management.
- Analyzed and reported on support performance metrics (response time, resolution time, customer satisfaction) to drive continuous service improvement.
- Managed the deployment, configuration, and maintenance of all end-user technology equipment, including desktops, laptops, and mobile devices.

Autry Technology Center, Enid, OK

Data Systems Specialist
April 2023 - April 2024

- Engineered and deployed impactful PowerBI dashboards and Dynamics 365 integrations, providing business intelligence that measurably increased staff and stakeholder productivity.
- Implemented process automation via Power Automate Flows to streamline institutional tasks, resulting in enhanced operational efficiency.
- Developed text messaging solutions using custom APIs (Twilio) to enhance feedback mechanisms from ongoing short and long-term courses.
- Led account creation and lifecycle management within the Learning Management System (LMS) for a user base exceeding 1,200+.
- Developed user-friendly procedures and a client-facing knowledge base to improve end-user self-service and team efficiency.

Atwood's Ranch & Home, Multi-State (Enid, OK and Field-Based)

IT Operations
September 2022 - April 2023

- Provided tier-one technical support and maintenance to a client base of over 3,500 end users across 75+ retail locations in 5 states.
- Managed network performance and configuration (routers, switches, access points) across 75+ locations utilizing SolarWinds monitoring and configuration templates.
- Developed and maintained comprehensive, client-facing knowledge bases (in Zoho) to drive end-user self-service and reduce Level 1 support volume.
- Executed desktop imaging, ticketing fulfillment, and Point of Sale (POS) equipment programming for all remote locations.

Chisholm Public Schools, Enid, OK

Manager of Information Technology
July 2020 - September 2022

- Directed the oversight and end-to-end implementation of new technologies, spanning development, testing, feedback, and production phases.
- Maintained strategic positive relationships as the key point of contact for third-party vendors, managing all service contracts and performance.
- Ensured strict adherence to policy and regulatory compliance by collaborating with external parties on HIPAA and FERPA requirements.
- Implemented a new cloud-based camera system across eight-plus buildings, significantly increasing overall security posture.
- Drove technology advancement while successfully streamlining expenses across the organization.

TECHNICAL SKILL-SET

- **Cloud Administration:** Google Cloud Platform, Office 365 suite, Exchange online, SharePoint Online, Power Automate, OneDrive, Microsoft Teams, PowerBI, Azure, Entra ID, Intune.
- **Server Administration:** Microsoft Active Directory.
- **Networking:** Meraki, SolarWinds, WireShark.
- **Client Administration:** PowerShell, Group Policy, Lightspeed MDM, MobileIron - Ivanti, JAMF Administration, Windows, MacOS, GoGuardian, MoodleLMS.

EDUCATION

- PowerBI Certification (February 2024)
- IT Specialist Certification (2019-2020) - Autry Technology Center, Enid, OK
- General Education (2018-2019) - Northern Oklahoma College, Enid, OK