

Michael Ragsdale

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Professional Summary

A versatile professional with a proven background in customer-facing roles, team leadership, and operational management. Actively building on a practical foundation in web development and technical problem-solving while pursuing degrees in Information Technology and Leadership. Eager to apply a unique blend of strong communication skills and technical aptitude to an entry-level IT or customer service role.

Skills

- **Professional:** Team Supervision, Customer Service, Front-Desk Operations, Peer Guidance, Problem-Solving, Communication.

Core Competencies

- **Customer Service & Leadership:** Team Supervision, Front-Desk Operations, De-escalation & Conflict Resolution, Customer-Centric Problem Solving, Peer Guidance & Training, Cash Handling & Closing Reports.
- **Communication & Administration:** Interpersonal Communication, Document Creation & Management (Google Drive), Administrative Support, Database Management (ActiveNet).
- **Technical Acumen:** Proficient with Customer Relationship Management (CRM) systems, Learning Management Systems (LMS), and knowledgeable in web accessibility standards (WCAG/Section 508) for creating user-friendly documents.

Professional Experience

Clerk-Cashier | Virginia Beach Parks & Recreation | Virginia Beach, VA | May 2023 – Present

- Supervise front desk operations during weekends, making independent, policy-aligned decisions to ensure smooth service delivery and patron satisfaction.
- Provide peer guidance and support to new hires on the use of the ActiveNet customer database.
- Proactively solve patron issues, such as fixing corrupted membership cards and offering grace periods to recently expired members to maintain positive community relations.
- Create accessible documents and reference sheets compliant with Section 508 standards.

Compliance Specialist & Faculty Support | ODU Online, Old Dominion University | Norfolk, VA | Nov 2019 – Jul 2022

- Provided critical support to internal customers (university instructional designers) during a large-scale migration to the Canvas LMS.
- Designed and developed a universal, accessible template for the University Policies section of the syllabus, streamlining workflow for faculty and ensuring consistency across all online courses.

- Verified documents and web content submitted by student employees for quality and compliance.

Retail Sales Associate | University Village Bookstore | Norfolk, VA | Jan 2019 – Aug 2020

- Assisted hundreds of customers in the technology department, answering complex product questions, performing sales transactions, and restocking shelves.

Data Entry Clerk & Meal Plan Ambassador | Monarch Dining | Norfolk, VA | Jul 2017 – Dec 2019

- Successfully pitched and sold university meal plans to students and parents, consistently providing clear information and excellent service.
- Performed detailed data entry of post-cost information in a fast-paced office environment.

Director of Administration | Residence Hall Association, ODU | Norfolk, VA | Sep 2015 – May 2017

- Elected by the student body to a paid leadership position responsible for all administrative functions of the association.
- Prepared and maintained official minutes, presentations, and organizational documents for the RHA President, Advisor, and student members.

Education

- **A.S., Information Technology**, Tidewater Community College, Virginia Beach, VA (In Progress)
- **B.S., Customized Studies in Leadership**, Old Dominion University, Norfolk, VA (In Progress)
- **Certificate, Business & Information Technology**, Wilson Workforce & Rehabilitation Center, Fishersville, VA (2010)