

Michael Rufle

IT Support Specialist

Michael Rufle

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Technical Skills

Operating Systems: Windows, Linux

Networking: TCP/IP, DNS, DHCP, FTP, basic network troubleshooting

Hardware: PC hardware, troubleshooting, installation, configuration

Security: CompTIA A+, basic Linux security and penetration testing concepts

Programming: Python, C, JavaScript, TypeScript

Web: HTML, CSS, Next.js, React, Firebase

Tools: Git, GitHub, VS Code

Projects

Pokémon TCG Deck Builder

Next.js • TypeScript • Firebase • Pokémon TCG API • Vercel

Developed a web application for building and managing Pokémon Trading Card Game decks.

Integrated the Pokémon TCG API to retrieve card information and images.

Implemented card searching, deck creation, deck saving, and deck exporting functionality.

Used Firebase Authentication and Firestore to manage user accounts and saved decks.

Deployed the application using Vercel.

Personal Portfolio Website

HTML • CSS • JavaScript • Web Hosting • FTP

Designed and developed a personal portfolio website to showcase technical skills, projects, and professional experience.

Configured web hosting and FTP access for managing website files.

Implemented a responsive layout and organized project and technical information for prospective employers.

Used the website as a central portfolio for demonstrating hands-on IT and technical work.

Linux / Cybersecurity Lab

Kali Linux • Linux • Networking

Practiced network reconnaissance, system enumeration, and security testing in controlled environments.

Used Kali Linux tools to develop practical familiarity with penetration-testing workflows.

Professional Experience

Walgreens — Shift Leader & Certified Pharmacy Technician

June 2021 - Present

- Troubleshoot and resolve software, mobile app, and POS system issues for customers and staff
- Train employees on POS and inventory systems, reducing user errors and improving workflow efficiency
- Provide technical and customer support in a fast-paced retail and healthcare environment
- Handle sensitive customer and healthcare data in compliance with privacy and security standards
- Manage daily financial operations including cash handling, balancing registers, and preparing bank deposits
- Communicate with healthcare providers to resolve prescription discrepancies and system-related issues

Education

Hunter Business School -

January 2023-April 2025

Computer Technician Networking Specialist Program