ALEXANDER
MICHAELS

CLOUD COMPUTING / CYBERSECURITY / SOFTWARE SUPPORT

A "Google Certified Professional Cloud Architect" and strongly skilled Software Support Analyst responsible for troubleshooting and resolving issues related to all of my current employers' proprietary software solutions and coordinating new projects with the development team. I am looking for new and interesting opportunities in the fields of Cloud Computing, Cybersecurity, IT and Software Development.

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SKILLS

- Google Cloud
- Linux
- C++, Java, Visual Basic, SQL
- HTML CSS
- Strong HL7 Knowledge (e.g., ORM, DFT, SIU, ADT, etc.)
- Good knowledge of healthcare data workflow.
- Software Evaluation
- Cybersecurity
- Troubleshooting Network Issues
- User Account Management
- Tracking and Documentation
- JIRA Ticketing System
- Zendesk

EDUCATION

AAS in Computer Science-Baker College

Magna Cum Laude - 2016

CERTIFICATIONS

2022
• GOOGLE CLOUD CERTIFIED PROFESSIONAL CLOUD ARCHITECT

2022
• GOOGLE CLOUD ASSOCIATE ENGINEER

2020
• COMPTIA A+

2020
• COMPTIA SECURITY+

2021
• COMPTIA NETWORK+

2021
• COMPTIA IT OPERATIONS SPECIALIST

2021
• COMPTIA SECURE INFRASTRUCTURE SPECIALIST

EXPERIENCE

2020 - present
ELLKAY LLC
Software Support Analyst

- Install, configure and troubleshoot proprietary software solutions remotely.
- Collaborate with development team to troubleshoot, implement changes and create improvements in clients' healthcare software products.
- Support users with software, hardware and network issues.
- Patch software and install new versions to eliminate security problems and protect data.

OCTOBER 2000 → MARCH 2020
PARAMOUNT COURIER INC.
SECURITY COORDINATOR & LOGISTICS OPERATIONS MANAGER

- Managed daily logistics operations and served as sole Security Coordinator responsible for company compliance with the complex IACSSP TSA air cargo security program.

PROJECTS

2023

Host My Resume on Static Website Using GCP

Laid out my resume using HTML and CSS and configured a Cloud Storage bucket to host it in a website with DNS / Cloud CDN. Available to view at: amichsres.com

CONTACT

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