**Michael G. Bettis**

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**SUMMARY**

Highly motivated, creative, and hardworking professional offering a solid academic foundation plus hands-on experience in the full lifecycle of software development process including requirements gathering, designing, coding, testing, debugging, and maintenance. Versatile and quick learner willing to embrace new challenges and technologies. Eager to gain more technical knowledge in a professional environment. Exceptional problem solver, able to analyse code and engineer well-researched solutions. Adapts quickly, superior capacity of understanding new concepts and applying them correctly.

**EDUCATION**

**Western Governors University** | January 2021

Degree: Bachelor of Science in Software Development

Certifications: A+ Certification, Project+ Certification, ITIL Foundations Certification and CIW - Advanced HTML5 and CSS3 Certification

**PROJECTS**

**UniSchedule**

* UniSchedule is a term scheduling application to be used by university students to schedule and organize classes.
* Built with the Android Studio IDE in Java utilizing the MVVM architecture for the frontend and MYSQL for the backend database.
* **Link:** [**https://github.com/michaelGBettis/UniSchedule**](https://github.com/michaelGBettis/UniSchedule)

**Netflix Clone**

* A Netflix Clone that utilizes the TMDB API for populating movies and shows.
* Integrates Stripe and Firebase for payment processing and storage.
* Built using VSCode with the React library for the UI and a Firebase DB for the backend database.
* **Link:** [**https://netflix-clone-fca45.web.app/**](https://netflix-clone-fca45.web.app/)

**Appointment Scheduler**

* An appointment scheduling application that allows a user to schedule an appointment across different time zones while taking the time difference into account.
* Built using the NetBeans IDE in Java for the frontend and MYSQL for the backend database.
* **Link:** [**https://github.com/michaelGBettis/appointmentScheduler**](https://github.com/michaelGBettis/appointmentScheduler)

**WORK EXPIERENCE**

**Independent Contractor** | Amazon|January 2018 - Present

* Ensure customer packages are delivered efficiently by optimizing delivery route, reducing delivery time by 50%.
* Follow proper safety guidelines to maintain compliance with local, federal and company policy.
* Provide excellent customer service by delivering packages in a timely and professional manner helping to achieve a 90% overall customer satisfaction rating.
* Inspect products and packages regularly to guarantee customers receive products in proper working condition.

**Assistant Store Manager** | Walgreens| September 2012 - August 2018

* Provided training and education to 30 team members resulting in strong lines of communication and cross-functional teams.
* Lead daily sprints to ensure all team members were informed of day-to-day operations and project milestones.
* Found creative ways to optimize ordering, reducing store overstock by 95%.
* Researched and resolved issues at a business level leading to an 20% increase in customer satisfaction.

**SKILLS**

Hard Skills: HTML5, CSS3, JavaScript, Java, SQL, MYSQL, React, Version Control, A+, ITIL, Project+, Scrum, Kanban

Soft Skills: Excellent communication and interpersonal skills, Strategic planning, Time management, Excellent customer service, Analytical skills, Detail-oriented, Collaboration, Team leadership, Software Development