|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  | | --- | | Michael C. Velez II  Associate Software Engineer |   +  Professional, detail-oriented and adaptable software developer with 5 years of diverse industry experience locally and remotely. Consistently demonstrates strong leadership qualities through remarkable self-discipline and collaborates effectively via commendable communication skills. Ambitious self-starter driven by responsible character and eagerness to learn.  **Qualifications**  ***Product Ownership***  Earned experience using machine learning to identify defects in semiconductor wafers, however, some defects were impossible to identify by conventional methods. I was assigned the sole responsibility of enhancing an open source tagging tool to introduce database connectivity, user profiles with login capability, daily job queues, real-time project progress tracking and quality of life improvements. I transformed an idea into a streamlined work process tailored to our users. Using this tagging tool, object detection defect analysis yielded an average of **20% improvement in accuracy** across our lowest performing models.  ***Detailed Technical Documentation***  Due to the diverse age gap in our users, technical documentation had to be comprehensive but digestible at a high level. I created instruction manuals that were detailed while remaining user friendly, visually appealing and even included video training (a first for manuals/SOPs on my team). My supervisor consistently praised my reporting and documentation skills, complimenting my **attention to** **detail** and natural eye for informative visuals.  ***Team Supervision and Training*** Conducted training sessions to familiarize users with my releases, assigning jobs to their queues daily, live tracking their progress in our database and reporting their performance through both technical and behavioral observations. I improved the communication with this team from sporadic to a daily back and forth conversation, answering questions, providing quality of life improving solutions and **coaching every member to completing 100%** of their assignments.  ***Customer Interaction***  Adopted essential customer service skills as a representative of Blizzard Entertainment, interacting with hundreds of customers daily, assisting through a live ticket/webchat system. I applied my training in how to acknowledge a customer's situation, empathize with them, provide a rewarding solution and de-escalate tensions when necessary. At the end of my tenure, I earned one of the highest customer satisfaction ratings, never falling below a **positive 90% average**.  ***Administrative On-Call Support***  Served as an application administrator and was considered the main point of contact for the system. Ensured the application was always available to our customer and worked an on-call schedule in the unlikely case of system downtime. Volunteered to perform routine maintenance during late night hours and weekends, keeping in communication with other owners until the system was back online. My system was never down for longer than an hour and **always available to the customer** during active schedule.  **Employment History**     |  |  |  | | --- | --- | --- | | **2018-10 - Current** |  | Associate Software Engineer  *Samsung Austin Semiconductor, Austin, TX* | | **2018-06 - 2018-09** |  | Game Master Support Specialist  *Blizzard Entertainment, Austin, TX* | | **2017-06 - 2017-08** |  | Engineering Department Intern  *IGN Entertainment, San Francisco, CA* | | **2015-08 - 2017-06** |  | Service Information Developer  *DXC Technology, El Paso, TX* |   **Education**   |  |  |  | | --- | --- | --- | | **2011-08 - 2014-12** |  | **Bachelor of Science: Computer Science**  University of Texas At El Paso - El Paso, TX | | **2008-08 - 2011-05** |  | **Associate of Arts -** El Paso Community College - El Paso, TX | |  |  | **Contact**    Address  Austin, TX, 78758  Phone  (915) 781-4550  E-mail  michaelcvelezii@gmail.com  **Skills**    SQL  Java  C  Python  JavaScript  Shell  HTML  CSS  React  Redux  Typescript  Laravel    **Software**    Windows 8 - 10  IOS & macOS  Git Source Control  Jira Issue Tracking  Visual Studio Code  PyCharm  PHP Storm  Eclipse IDE  Microsoft SQL Server MS  Oracle SQL Developer  Postman  PuTTY  WinSCP  TIBCO Spotfire  Microsoft Office |  |

.