MICHAEL BOOK

Personable and Professional | 14 Years of IT Experience | Seeking New Opportunities

EXPERIENCE

January 2022 - Present
Software Engineer · Phase 2 · Oklahoma City, OK

- Build, Test, and Review applications for clients, with a focus on Web (Vue 2/TypeScript) and the backend (Kotlin).
- Design and implement new models, clients, services, and routes to enable new features by way of test-driven development.
- Built a component library to share code between web projects with overlapping features, refactoring much of what could be componentized up front.
- Maintain, Test, and Review code within the Android (Kotlin) and iOS (Swift) mobile applications.
- Engage in sprint planning, story point estimation, and backlog refinement.
- Provide input to the UX team.

Mar 2021 – Dec 2021
Applications Developer · Oklahoma Heart Hospital · Oklahoma City, OK

- Engaged in system design, development, and deployment.
- Responsible for supporting, maintaining, and upgrading existing software solutions.
- Designed numerous front-end dashboards and pages, with a focus on React.
- Wrote and debugged web controllers, jobs, and services on the back end using Laravel.
- Implemented an internal fax service to save costs.
- Trained and deployed the hospital's ER acuity prediction model.
- Worked with specialized vendor technologies as well as established industry tech.
- Sole designer and coder of numerous full stack solutions.
- Engaged in Test Driven Development using PHPUnit/XDebug

Jan 2017 – Mar 2021
Desktop Support Specialist · GlobalHealth · Oklahoma City, OK

- Development of Automation Tools using Python and Node over IIS.
- Development of Service Desk Web Interfaces with HTML, CSS, and JS.
- Tier 1 and Tier 2 service desk support including remote assistance.
- Composition of IT department policies and procedures.
- Advising on improvements to the SLA, ITIL standards, and IT infrastructure.
- Configuration of badge printing, scanning, and eFax.
- Configure and maintain the Imaging server using WDS.
- Compliance with HIPAA and GlobalHealth's confidentiality policies.
- Installation and maintenance of anti-virus endpoints.
- Maintain accounts on Active Directory, Azure, Office365.

Oct 2015 - Apr 2016
Technical Specialist · Cox Communications · Oklahoma City, OK

- Worked in Cox's National Support Center for Businesses.
- Verified connection integrity to DOCSIS 3.0 modems.
- Updated DNS records.
- Created domains and email accounts.
- Assisted with static IP provisioning and setup, clearing ARP tables when necessary.
- Provisioned equipment on customer accounts.
- Balanced video services and sent box hits to malfunctioning cable TV equipment.
- Reviewed contracts to verify account ownership and contracted services.
- Issued credits and other billing adjustments to customers with unsatisfactory service.
- Initiated calls to dispatchers nationwide to better serve businesses deemed essential, such as hospitals.

EDUCATION

- Computer Science Major at West Texas A&M University, Canyon TX, 2014
- Computer Programming Major at Austin Community College, Austin TX, 2013
- Computer Science Major at McMurry University, Abilene TX, 2010-2012
- Computer Forensics Major at Frank Phillips College, 2008-2010

CONTACT INFO

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SKILLS

ADVANCED

- Windows XP thru Windows 10
- OSX, iOS, and Android
- Remote Assistance:
    - MSRA, LogMeIn, TeamViewer
- User Security and Configuration:
    - Active Directory, Azure
    - Office 365, Exchange, Teams
- Deploying and maintaining workstations, networks, labs, and other peripherals
- Network troubleshooting based on the TCP/IP protocol stack.
- DNS, DHCP, VPN, FTP, VOIP, and other application layer protocols.
- POP and IMAP setups.

INTERMEDIATE

- Languages:
    - Python
    - JavaScript/NodeJS/TypeScript
    - HTLM5, CSS3/SASS
    - PHP
    - Cerner Command Language
    - Kotlin
- Frameworks:
    - React (JS)
    - Vue (JS)
    - Flask (Python)
    - Express (Node)
    - Bootstrap, Bulma (CSS)
    - Laravel (PHP)
- Linux Operating Systems
- Windows Server
- Eloquent/Mongoose (ORMs)
- Ticketing Systems:
    - Remedy, ServiceNow
    - SysAid, JIRA

WORKING PROFICIENCY

- SQL (sqlite3, MySQL)
- NoSQL (MongoDB, DynamoDB)
- Swift
- Webpack, Rollup
- PowerShell
- Git
- Bash