Michael D. Mallon

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Career Objectives:

Agile Product Owner specializing in telecommunications and full-stack software development seeking full-time IT leadership position in the Dallas-Fort Worth metroplex

Core Competencies:

- Product Ownership
- Automation
- Agile Mindset
- Cisco Collaboration
- Customer Relations
- Public Speaking

Experience:

State Farm Mutual Automotive Insurance Co. – Dallas, TX   **January 2016 – Present**

Product Owner – April 2019

- Oversee Cisco UC Provisioning team of 35 with $3M labor budget
- Manage telephony environment for enterprise containing over 300,000 endpoints
- Lowered SLA for reactive and proactive service work to 24 and 48 hours, respectfully
- Leader of software development team utilizing industry standard technologies
- Manage work following agile principles while influencing more abstract thinking

Infrastructure Analyst – June 2018

- Level 2 IT support and provisioning analyst for Cisco Unified Communication services
- Constructed automated answering services that drove sales revenue while reducing hold times
- Utilized time-saving bulk provisioning methods that reduce risk of human error
- Quickly mastered technology concepts and mentored peers by hosting training classes

Intern

- Built confidence in my brand by developing high-resolution graphics in Adobe Illustrator
- Sunset daily, manual process by creating software application written in Java
- Repaired servers, networking, and storage hardware in enterprise data center

Best Buy – Schaumburg, IL   **June 2012 – January 2017**

Sales Associate

- Built relationships with high-income customers by providing honest answers and skilled support
- Exceeded sales goals by generating over $1M of sales revenue in 12 months

Education:

Illinois State University – Normal, IL   **May 2018**

Bachelor of Science – Computer Systems Technology, minor in Business Administration

- Coursework emphasis in hardware, software, E-commerce, accounting, and economics
- Mastered Microsoft Office and Adobe Creative Cloud applications

Southern Methodist University – Dallas, TX   **January 2022**

Full Stack Coding Boot Camp

- Developed software applications using: HTML, CSS, JavaScript, SQL, APIs, and MERN stack
- Created public GitHub repositories demonstrating understanding of topics discussed in class
- Mastered virtual collaboration with: Zoom, Slack, and Git Technologies

Certifications:

- AWS Certified Cloud Practitioner, CompTIA A+
- Automotive Service Excellence (ASE) G1