MIKA MAGTIBAY

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EDUCATION & CERTIFICATIONS

Western Michigan University – Kalamazoo, MI   December 2022
Bachelor of Science in Computer Science
GPA: 3.71 | Honors/Awards: Magna Cum Laude, Dean's List on Fall 2019, Spring 2020, Fall 2020, Fall 2021

Amazon Web Services | **AWS Certified Developer - Associate**   December 2023
Amazon Web Services | **AWS Certified Cloud Practitioner**   March 2023

SKILLS

AWS, Python, JavaScript, Node.js, HTML, CSS, SQL, C, React, Django, Docker, Git, Linux, Zendesk, Azure DevOps

WORK EXPERIENCE

Streamline Healthcare Solutions – Customer Support Specialist | Kalamazoo, MI   October 2022 – Present
- Conducted thorough application testing on Electronic Healthcare Record systems to diagnose and resolve issues
- Expertly escalated and routed support tickets, accelerating issue resolution and enhancing client satisfaction
- Managed deployments for monthly service packs, hotfixes and custom software builds for customer environments
- Acted as a bridge between customers and development teams, conveying client feedback and feature enhancement

iDTech – Online Bootcamp Instructor | Kalamazoo, MI   January 2022 – April 2022
- Delivered 16 individualized instruction for a small group of 3-4 young adults to teach the basics of programming, game development and web development through Zoom and iDTech's learning platform
- Held office hours to reinforce learned concepts and assess students' individual progress during the semester

PROJECTS

Ooga Booga Poetry App   May 2022 – Present
- Developed a WebSocket game server based on the pre-existing card game "Poetry for Neanderthals using Node.js
- Introduced a feature enabling users to initiate their own sessions and invite others to join using generated Room IDs
- Enabled real-time player interactions and seamless handling of players joining or leaving rooms

Memory Allocation Simulator + Test Runner   September 2022 – December 2022
- Developed a Python program that replicates dynamic memory allocation for programs upon request, accommodating multiple allocation and deallocation order options such as LIFO and FIFO
- Developed a test runner automating the execution of all testing modules, providing feedback on points of failure while reducing testing time by 80%

Interventive Learning App   January 2022 – December 2022
- Developed a split-screen webpage template for assessments and learning modules, synchronizing video playback on one side with questions displayed based on corresponding timestamps on the other side in React and Django
- Facilitated frequent client meetings to align product requirements and address constraints
- Spearheaded bi-weekly scrum sprints to drive the project's progress, ensuring effective coordination in the team
- Managed Git pull requests, mitigated merge conflicts, and deployed the project on Heroku and Netlify with continuous integration for real-time updates

Back2Back Fundraiser App   September 2021 – December 2021
- Designed a React website under CAB's initiative to facilitate fundraising for supporting small business owners
- Implemented the front-end of the website, translating UI sketches into a functional user interface
- Successfully resolved a critical issue obstructing communication between the website and the server's REST API, ensuring seamless functionality and user experience

AWARDS

- **Computer Club at WMU** | Secretary   September 2022 – December 2022
- **Western Michigan University** | Diether H. Haenicke Scholarship   September 2019 – December 2022