

Michael Zuskin

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Certified and Award Winning Senior Software Developer

Experience since 2000

in telecom, commercial, insurance and real estate domains, private and government sectors

SUMMARY:

- Proficiency in transforming business requirements and technical design documentation into finished functioning software (from conceptual data modeling and database design to sophisticated business logic layer and complex, multi-screen GUI), and production systems enhancement.
- Analytical and problem-solving skills with demonstrated ability to resolve business challenges.
- Passion to write clean, self-documenting code that conforms to the highest standards for building components easy to enhance and troubleshoot: github.com/Ursego/ElegantProgrammingClub.
- Adept at defensive programming for early issues detection to reduce risks and remediation costs.
- Deep knowledge of object-oriented concepts and their practical applications.
- Skilled at using AI to quickly achieve proficiency in new programming languages and frameworks.

EMPLOYMENT HISTORY:

Senior Software Developer: Jun 2023 – Mar 2025

Tyler Technologies (tylertech.com) – Dayton, OH (remotely)

- Developed and maintained the mission critical Web application for Real Estate Appraisal and Property Tax Billing & Collection used by NYC and other local governments to tax >21M properties annually.
- Supported uninterrupted tax collection operations generating billions in annual revenue, preventing potential loss and maintaining compliance with municipal financial requirements.
- Created and customized complex financial reports and jobs.
- Maintained multiple code versions, leveraging GitHub for version control.
- Proposed and implemented a Git tool to automate creating feature branches and backports into retro releases. Used PowerShell scripting, advanced Git commands and Jira integration API. The tool has facilitated and accelerated the efforts of 50+ developers working in a busy Agile environment. I wrote the utility outside of working hours and published it for free use: github.com/Ursego/JiGit.
- Tools: Angular, TypeScript, RxJS, NgRx, Angular Forms, Material Design, HTML/CSS, JavaScript, XSL, XML, .NET, C#, WCF, Oracle PL/SQL, Oracle Reports Builder.

Senior Software Developer: Jan 2018 – Jun 2023

Echelon Insurance (echeloninsurance.ca) from CAA Club Group (caa.ca) – Mississauga, ON

- Contributed to maintenance and enhancement of the Standard Auto app (used by brokers and underwriters), and the Rating app (used by actuaries).
- Implemented sophisticated eligibility rules considering the characteristics of vehicles and clients.
- Coded complex financial calculations based on business rules & rating factors.
- Enhanced operational efficiency by proposing and implementing the Premium Calculation Log tool to trace and show the rating factors which make up the amount. That significantly facilitated testing and reduced troubleshooting time, leading to faster time-to-market for new insurance products.
- Designed and developed an ETL application which extracts data from the database tables, transforms it into the Zoho CRM schema and loads it to Web through Zoho CRM API.
- Tools: Java, Vaadin, MyBatis, Eclipse, Sybase ASE Transact-SQL (T-SQL).

Software Developer: Dec 2019 – Jul 2020

A freelance project

- Conceptualized, designed, developed, and rigorously tested a mobile application to help patients organize their daily routines while following the 16/8 intermittent fasting protocol.
- Improved the abilities of the language and the framework by extending Kotlin classes and creating generic micro-frameworks to hide boilerplate code. That allows programmers to concentrate more on the business logic, being less distracted by technical details.
- The source code: <https://github.com/Ursego/AndroidKotlinProject>.
- Tools: Kotlin, Android Studio (IntelliJ IDEA), SQLite.

Senior Software Developer: Oct 2010 – Jan 2018

Rogers Communications (rogers.com) – Brampton, ON

- Created new modules and customized/enhanced existing components of a huge Order Entry and Call Centre application supporting customers of the leading Canadian communication provider.
- As the sole developer, I built an application for project budgeting and team management within the Rogers IT Department. For this, I crafted a framework that significantly streamlined development.
- Conducted team code reviews, providing suggestions for coding style improvements, maintainability, and performance optimizations.
- Tools: PowerBuilder, Oracle PL/SQL.

Software Developer: Oct 2006 – Sep 2010

Agriculture Financial Services Corporation (afsc.ca) - Lacombe, AB

- Added new parts and changed existing functionality in the client-server application used to provide insurance, loans and government subsidy to agriculture businesses of the province of Alberta.
- Tools: PowerBuilder, Oracle PL/SQL, Crystal Report.

Software Developer: Oct 2005 – Oct 2006

Manitoba Public Insurance (mpi.mb.ca) – Winnipeg, MB

- Designed and implemented enhancements of a system used to manage driver license issuance and vehicle registration and insurance in the Province of Manitoba.
- Proposed and performed code refactoring within the reporting engine, eliminating code duplication to accelerate the development and enhancement of reports.
- Tools: .Net, VisualBasic.NET, PowerBuilder, Sybase ASE Transact-SQL (T-SQL).

Software Developer: Feb 2000 – Jun 2005

Motorola, Inc (motorola.com/il.jsp) - Tel-Aviv, Israel

- Worked on ETL and Data Warehouse application of one of largest cellular communication companies and converted legacy client-server application to web.
- Tools: PowerBuilder, .NET, C#, ADO.NET, ASP.NET, Oracle PL/SQL, MS SQL Server T-SQL.

CERTIFICATION:

- C#: tinyurl.com/MichaelZuskinCSharpCert.
- Java: tinyurl.com/MichaelZuskinJavaCert.
- Oracle PL/SQL: tinyurl.com/MichaelZuskinPLSQLCert.
- PowerBuilder: tinyurl.com/MichaelZuskinPBCert.

EDUCATION:

- 2019: Advanced Java Programming course – Seneca College, Toronto (<https://bit.ly/2XOAUHf>).
- 2001: Software Engineer – The College of Management, Israel (<https://english.colman.ac.il>).
- 1998: Database Programming course (SQL, Oracle, PowerBuilder) – Le Bone College, Israel.

FROM ANNUAL PERFORMANCE REVIEWS BY THE DEPARTMENT MANAGERS:

Ivee Medrano, Sr Manager, Solutions and Design at Rogers Communications:

"Michael was converted as a full-time employee early in 2011 and a well deserving conversion. He has excellent technical and analytical skills and is an asset to the team. He is a dedicated and committed individual. He was involved in many CSM [Customer Service Management] complex projects and worked closely with CSM Technical Lead to provide solutions to needed requirements. He played a key role as a developer, participating in solution stage discussions with Technical Leads, providing required feedback for use cases flow scenarios. He completed Detailed Design documentation with great quality and efficiency. Michael successfully completed coding and testing of all tasks and projects assigned and delivered to QA on time with no significant rework ever required. He was able to work with minimal assistance from his team lead. All defects assigned to him were resolved quickly and effectively in collaboration with QA team. All work orders and service calls were closed on time, all deadlines were met. When asked to help production support to provide root cause analysis he completed accurately and in a timely fashion. Michael is also very proactive in looking for new and more efficient processes. As an example, he utilizes methods of defensive programming to enable early finding of problems and to prevent hidden bugs."

Steve Coleman, Vice President Information Technology at Echelon Insurance:

"Michael is a seasoned developer with very strong technical skills. Works well with the immediate development team as well as other areas within the IT department. Problem solving is a key component in delivering GIS [General Insurance System] solutions. It is also very challenging. However, he consistently gathers the information needed to formulate solutions through effective problem solving. Methodically manages tasks and timelines effectively. Works collaboratively with the BA's, QA's, Infrastructure and Management staff to achieve assigned goals. Michael is constantly looking for and evaluating methods to increase proficiency. He has offered many suggestions and shared them with the team. Communicates effectively with the group to ensure that everyone is at the same level of understanding. Due to the volume of work for a small team, Michael is often required to work independently and does so on a regular basis. Michael is also able to work cooperatively with others as the need arises to address any issues requiring a team effort. Documenting the GIS Rating process and sharing with other developers would be good example of taking on additional responsibilities. Unless challenges arise outside of Michael's control, he is always meeting assigned deadlines."



Being innovative

April 28, 2021

Really good initiative!

I would like to highlight a good point of initiative. It is sometimes difficult for the IT team to solve certain requests made by the business. On our end, we make requests but we don't really know what can be done, how it could be done, and what really can't be done. Michael recently solved a request with a suggestion that perfectly met the need for the feature. Taking the time to listen to my need allowed him to come up with a great solution. Thank you Michael for your work on the non-standard flag, I am sure that the Quebec UW will appreciate the new programming.

Applause Award