

# EDWARD D. ABRAMS

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**OBJECTIVE:** To use my work experience to grow as a Software Engineer for Zendesk

## EDUCATION:

**Michigan State University**  
Bachelor of Arts, May '15  
G.P.A.: 3.5

## WORK EXPERIENCE:

**United Wholesale Mortgage** (*Software Developer I*) Sept '19 – Present

- Developer for Corporate App Dev team utilizing C# / .NET
- Served as the technical lead for a greenfield microservice project
- Embraced agile principles to deliver incremental value
- Recognized as a SQL data abstraction expert for legacy applications
- Debugged to identify source code and inform solution design

**Guidant Global** (*Manager, VMS Operations*) Aug '15 – Sept '19

- Monitored API and web service performance
- Successfully established SSO and SFTP integrations
- Improved support procedures to exceed SLA goals
- Produced performance analytics using Zendesk and JIRA

**Champps Kitchen & Bar** (*Server*) Jan '14 – May '15

- Provided exceptional customer service for restaurant patrons

## SKILLS:

- Visual Studio, SQL Server Management Studio, Bitbucket, TFS, Postman, Zendesk
- C#, SQL, XML, HTML, CSS
- Object Oriented Programming, N-Tier Architecture, MVC

References available upon request.