**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.