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Charlie Malachinski

Software Developer and Technical Support Engineer

SUMMARY OF EXPERIENCE

Seasoned Software Developer and Technical Support Engineer with over 3 years of experience, specializing in Full-Stack development. Adept in Agile Development, Test Driven Development (TTD), and Continuous Integration/Continuous Deployment (CI/CD) practices. Skilled in various programming languages such as Java, Python, and JavaScript, I have successfully delivered high-quality software solutions throughout the development lifecycle. Experienced in working with cross-functional teams and collaborating closely with stakeholders to gather requirements and ensure alignment with business objectives.

EDUCATION/CERTIFICATIONS

Valparaiso University, IN Graduated: 2023
Bachelor of Science in Computer Science, *magna cum laude*
Google - IT Support Certificate
Harvardx University - CS50x: Introduction to Computer Science
JPMorgan Chase & Co. - Software Engineering Virtual Experience

SKILLS

Java (JavaFX and Swift Libraries)	Microsoft Access Database	WordPress
React (Javascript Library)	SQL (Structured Query Language)	Atlassian Suite
Python v2/v3	DBever	Jira Ticketing System
HTML/CSS/Javascript	PostgreSQL	WindowsOS MacOS GNU/Linux
Scala Programming Language	SVN (Apache Subversion)	Microsoft Office Google App Suite
Node.js	Microsoft Excel	Git/Github

EXPERIENCE

Pathfinder Group Ltd, Valparaiso, IN January 2023—Present
Software Developer

- Developed an application using Python that parses SVN (Apache Subversion) log information and posts all relevant data to a corresponding Jira ticket ID using RESTful API calls.
- Created an application written in Python used to search Confluence for outdated company URLs and automatically replace them with a new URL containing the corresponding Jira ticket ID utilizing RESTful API calls.
- Developed and implemented a script automation deployment solution using Dockerfile and Jenkins, resulting in a reduction of deployment time by 80% and increased efficiency of the development process.
- Developing and maintaining PowerShell scripts for administrative and automation tasks, streamlining workflows, and reducing manual effort.
- Developed a Python script that parsed data from a Trello board, transformed it into a well-structured JSON format, and facilitated seamless data analysis by importing it into a PostgreSQL database, resulting in a 90% increase in data accessibility and a 65% improvement in data analysis efficiency.
- Collaborated with a dynamic team of developers to successfully deliver a Wire Transfer System (WITS), a cutting-edge React Native project which empowers over 110 clients to streamline their financial wire transfers with unwavering efficiency and achieving an exceptional 100% client satisfaction rate.
- Contributed to the in-house UI library to develop reusable components which led to a reduction of 100+ development hours per month.
- Developed a robust script utilizing RESTful API calls to migrate data from a Trello board into a PostgreSQL database, resulting in a substantial reduction in processing time and enhancing data integrity for efficient management and analysis.

Technical Support Engineer

- Awarded “Employee of the Month” for May 2023.
- Responsible for maintaining, managing and repairing IT systems by diagnosing various hardware and software issues on 2000 computers for 19 departments among 5 colleges.
- Proficiently executed data entry tasks, maintaining a high level of accuracy while entering and organizing large volumes of information into databases, spreadsheets, and other data management systems.
- Managed Microsoft 365 distribution groups and mailboxes, ensuring proper access and security protocols.
- Possessed a strong working knowledge of infrastructure technologies such as Linux, Windows, Active Directory, and LDAP, enabling seamless integration with existing systems and data.
- Supervised LastPass folders, service account passwords, and other access-related credentials to ensure proper access and security protocols were in place.
- Diagnosed technical issues for 25+ clients per day via phone, email, and chat solving issues within 10 minutes on average.
- Successfully concluded solutions for 95% of computer errors, and escalated more complex Jira tickets to higher priority to assist clients as quickly as possible.
- Created and managed user accounts for 30+ clients weekly, and assisted them with the creation and customization of their accounts.
- Developed and updated comprehensive documentation addressing account, network, software, and hardware issues, providing valuable resources for troubleshooting and enabling efficient knowledge transfer within the organization.

PROJECTS

Atlassian Scripts - A package of scripts written in Python using REST API calls to automate tasks for the Atlassian Suite.

Audit Slack Bot - A CLI tool for browsing, creating, and gathering information about Audits from the Federal Reserve.

BIOCHEM Data Mining - A Python tool that compares Biochemistry programs between various accredited universities.

Campus Information Prototype - A mobile app programmed with React Native used as a Campus Information Hub.

CM-Paint Image Manipulation - A Java based computer application developed with the JavaFX & Swing GUI libraries.

Password Parser - A Python tool that parses Confluence pages for exposed passwords and securely stores them in a secure Bitwarden vault.

Valparaiso University IT Website - Programmed and designed a University WordPress website which resulted in a seamless user experience and higher-ranking SEO.

Wire Transfer System (WITS) - A React based web application for financial institutions to enhance operational efficiency through streamlined and automated wire processing, while minimizing human errors and improving fraud detection.

ValpoNav - Responsive Web application for students, guests, and faculty to navigate the Valparaiso University campus.