Michael Manley

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With years of diverse leadership experience and a deep passion for technology, I am eager to transition into the tech industry. With 20+ years of experience delivering high-level customer service in leadership roles, combined with hands-on training in software development and cloud systems, I bring a unique blend of technical aptitude and client-focused communication to this opportunity.

After completing NC State's Web Development Bootcamp and earning certifications in AWS Cloud, MuleSoft, and IBM AI Development. I began building and supporting real-world web applications for clients, troubleshooting code, optimizing performance, and managing production deployments. I've also built an AI-powered MLB prediction app, where I implemented RESTful APIs, CI/CD pipelines, and daily issue resolution workflows using GitHub Actions and Docker.

Earlier in my career, I led cross-functional teams in high-pressure environments as an executive chef and director in the senior living industry. These roles taught me how to manage multiple requests, resolve conflicts quickly, and prioritize team and client satisfaction—skills that translate directly to technical support.

I'd welcome the chance to contribute my communication skills, technical troubleshooting abilities, and eagerness to support clients in a fast-paced environment. Thank you for considering my application.

Sincerely,
Michael Manley

Fun fact: I share my name with Michael Manley, the fourth Prime Minister of Jamaica, who served from 1972–1980 and again from 1989–1992. He is still remembered as one of Jamaica's most influential leaders.

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Summary

Customer-focused technical professional with strong troubleshooting skills, hands-on experience in software development, and a proven track record of leading support-focused teams. Hands-on experience in Java, Python, JavaScript, React, CSS, and HTML. Experienced in QA, testing, and debugging, with a strong ability to identify issues and deliver high-quality software solutions. Skilled in cloud technologies, installation, and configuration management. Passionate about learning new technologies and exploring innovative methods.

Technical Skills

Front-end Languages/Frameworks: CSS, HTML, JavaScript, React, Angular
Back-end Languages/Frameworks: Django, Express, Java, Node.js, Python, SQL NoSQL
Developer Tools: Copilot, GitHub, Linux, VS Code

Certification / Education

North Carolina State University – Certification in Software Development (Bootcamp) - May 2022–January 2023
MuleSoft Developer Level 1 – April 2023
IBM AI Developer – June 2025
Johnson and Wales University - Associates of Science in Culinary Arts – November 2004 Magna Cum Laude

Developer Experience

Independent Web Developer | 2025–Current
Real Estate Website
Developed and manage a user-friendly real estate website that showcases property listings and agent services with a modern, mobile-responsive design.
- Built a responsive real estate site using HTML, JavaScript, and SCSS, improving mobile load speed by 15% compared to client's previous site.
- Designed intuitive UI for listings, contact forms, and bios, increasing visitor engagement by 10**%** based on bounce rate and time on page.
- Deployed via Netlify and continue to manage live updates and client feedback.

Home Health Website
Developed and manage a home health website that highlights the services offered with a modern, mobile-responsive design.
- Created a fully accessible site optimized for senior users, increasing contact form submissions by 10% within 30 days of launch.
- Integrated dynamic navigation and responsive layout across devices, achieving a 100% Lighthouse performance score on mobile.
- Ongoing maintenance and optimization based on analytics.

Projects

MLB prediction app
I have developed an MLB prediction app which I am currently training and debugging.
- Engineered and deployed an AI prediction bot that fetches data daily, run prediction models based on the data. Fetch current betting odds and run algorithms based on all the data to find value bets to place.
- Designed automated test routines in Python to validate data pipelines, model predictions, and real-time betting logic, supporting consistent performance across daily deployment cycles

Additional Experience

Constellation Culinary Group | 2023–Current
Executive Chef

- Cultivates an industry-leading business dining experience which focuses on customers first, while leading a culinary staff to produce boutique level food.
- Develops and implements targeted marketing strategies for the catering department, hosting monthly expos for administrators and executives to drive year-over-year growth in catering sales by 10%.
- Enhances POS system functionality and usability, streamlining cashier operations to reduce wait times and improve customer satisfaction.

Sunrise Senior Living | 2022–2023
Executive Director

- Enriched the lives of aging seniors through innovative care while creating a safe and rewarding work environment while exceeding corporate and state standards.
- Consulted with residents and families to assess satisfaction and develop customized care plans and personalized programming, resulting in a 15% increase in overall satisfaction over the past year.
- Implemented a social media campaign to bolster potential new resident move-ins; achieved 20% increase in activity across social media platforms which lead to 1 extra move-in each month during the campaign.

Elmcroft Senior Living | 2019–2022
Dining Services Director/Assistant Executive Director

- Created inviting dining experiences by providing well-balanced, high-quality meals while being a leader who strives to pass on years of culinary knowledge.
- Redesigned and optimized the internal menu management system, enhancing operational efficiency and enabling dining services directors to reallocate time to higher-impact initiatives.
- Consulted with residents monthly for feedback regarding meals and service, then implemented feedback in new monthly menus which increased resident satisfaction by 5%.

Brookdale Senior Living | 2017–2019
Dining Services Director

- Created inviting resident experiences by providing well balanced delicious meals while being a leader who strives to pass on years of culinary knowledge.
- Designed signature offerings for new potential residents for a corporate sales campaign, which increased our new resident move ins by 2%.
- Consulted with residents monthly for feedback, then implemented given feedback in new monthly menus which increased resident satisfaction by 5%.

Watercolour Grill House at Marriott Sandkey | 2015–2017
Restaurant Manager

- Created an exceptional dining experience, by providing world class customer service, while leading the front of the house team showcasing world class service.
- Retrained servers in innovative guest service techniques, resulting in a 10% increase in guest satisfaction survey scores.
- Streamlined internal POS systems, improving efficiency and enabling servers to dedicate more time to customer service.