Michael J. Hacker

SOFTWARE ENGINEER IN ST. LOUIS, MO Area

PHONE 618-237-4737 | **EMAIL** michaeljayhacker@yahoo.com
GITHUB https://github.com/hack1973 | **LINKEDIN** www.linkedin.com/in/michael-hacker

My best work is done when I am troubleshooting or solving technical issues. I enjoy learning new skills, programming languages, technologies and tools.

LANGUAGES		FRAMEWORKS		DATABASES	TOOLS
• Java	• Python	• Spring Boot	• Hibernate	• MySQL	• IntelliJ
• HTML5/CSS3	• VBA	• Bootstrap	• Thymeleaf		• XAMPP
		• Flask	• Django		• Git/GitHub

WORK EXPERIENCE

Network Center Tech, AT&T, Earth City MO, July 2000 – September 2016
- Provided Level 1-3 technical support for line techs, ISP's and Customers via trouble tickets, phone and smart chat.
- Troubleshoot hardware and software issues related to DSL internet products.
- Wrote macros for WFAC ticket databases for all techs to use to test and log entries on customer trouble tickets.
- Worked on an unofficial "Group team" to proactive find/resolve group outages affecting customers.
- Used Visual Basic to change the "Group" Excel macro tool that we used to find group issues so that it worked in other regions when we expanded the service area.
- Used VBA to change the Group Excel macro tool to work after system upgrades on weekends.
- Worked with management, fellow techs and the programming team to create "Last Chance" M&P, tools, spreadsheets, Etc that would proactively find and resolve chronic customer issues. Which per company saved hundreds of thousands of dollars in lost customers or repeat tickets to T1 support and brought up customer satisfaction.

PROJECT EXPERIENCE

Beer Can — Web-based inventory management system.
- Used Spring and Spring Boot to create this project.
- Designed web pages to add, delete, edit and view inventory using Java, HTML, CSS, Bootstrap and Thymeleaf.
- Used Hibernate to create and link objects to MySQL database.

EDUCATION

LaunchCode, "Hello World!, Liftoff, LC101" — 2017-2019
St. Louis Comm. College, "Cisco CCNA R&S, CCNA Security and CCNP Route" — 2015-2016
ITT Tech, AAS, Electronic Engineering Technology — 1993-1996