

# Michael Hawkins

michael.hawkins@protonmail.com | +44 (0)779 308 1223

Published: 2nd June 2023 | View latest online at <http://hawkmak.github.io/resume/001-mhawkins-cv.html>

## CAREER HIGHLIGHTS

### Prototype contactless bitcoin lightning payments

Add functionality to open source mobile wallet and build terminal with R-PI and RC532 breakout board

### Migration of documentation to multi platform publishing

Improved quality, reduced duplication and decoupled content from presentation

### Develop components and design patterns for DSL

Reduction in code reuse and defects for scripting projects

## PROFESSIONAL TRAINING

### Microservices Architecture - The Complete Guide

Memi Lavi 2023

### The Complete Guide to Becoming a Software Architect

Memi Lavi 2023

### Design Patterns in Modern C++

Udemy 2021

### Beginning C++ Programming

Udemy 2020

### Complete Node.js Developer

Udemy 2020

### Smart Contracts

Applied Blockchain Labs 2018

### Writing Queries Using SQL

QA Learning 2012

### Leaders in Agile series

Kent Beck, Aslam Khan, Henrik Kniberg 2011

### Agile Estimating and Planning

Mountain Goat Software 2011

## SKILLS

### Technical

Systems Integration Enterprise Software Networking Security Distributed Systems Encryption Bitcoin Lightning Decentralised Identifiers Verifiable Credentials

### Programming

SQL autotools C++ Javascript node.js Python Java  $\LaTeX$  HTML XML XSLT git

## PERSONAL STATEMENT

Software Developer adept in bringing forth expertise in design, installation, testing and maintenance of software systems. Equipped with a diverse skill-set, proficient in various platforms, languages, and embedded systems. Experienced with the latest cutting edge development tools and procedures. Able to effectively self-manage during independent projects, as well as lead a productive team.

## EXPERIENCE

### Senior Software Developer

Netcall | Jun 2021 - Present

- Designing, developing and implementing custom software solutions using the Liberty Create Platform
- Collaborating with Agile Product Owners to understand business processes and map data structures and process flows
- Developing custom widgets and user interface components using JavaScript and Vue.js
- Implement integrations with external systems using REST or SOAP APIs
- Creating high quality functional and technical documentation

### Technical Consulting Team Lead

Advanced | Jan 2015 - Present

- Provides leadership in a team of 6 technical consultants
- Managing change for customer software solutions
- Technical lead on integration projects using SOAP / REST web services
- Develop and deliver training material for internal and external technical teams
- Delivering 3rd line support for issue resolution and root cause analysis

### Technical Account Manager

eGain Communications | Jun 2013 - Jan 2015

- Building long lasting relationships through managing technical aspects of software solutions
- Chair weekly meetings with 2 - 4 account stakeholders
- Deliver project governance for professional services team
- Lead technical teams across 3 departments to work on high impact incidents
- Develop KPIs and SLAs targets with stakeholders

### Professional Services Consultant

Pitney Bowes Software | Apr 2008 - Jun 2013

- Managing projects throughout SDLC, with teams of 1-4 developers over 3-12 months
- Responsible for engaging with sales prospects to plan, document, implement and support software systems
- Providing relational database design, implementation and optimisation
- Provide 2nd and 3rd line support for the business unit's software portfolio