

Michael Labuda

Normal, IL 61761 | (224) 209-1783 | labudamike@yahoo.com

[LinkedIn](#) | [GitHub](#)

Related Experience

Software Support Analyst (Tier 3)

- Routinely log into client databases for data analysis and troubleshooting.
- Implement and improve remote monitoring tools for customer systems.
- Write SQL scripts to help the team problem solve and resolve database issues.
- Explain technical information in clear terms to non-technical individuals to promote better understanding.
- Respond to support requests from end users and patiently walk individuals through troubleshooting tasks.
- Break down and evaluate user problems using test scripts, personal expertise, and probing questions.
- Work with the software development team on reported errors and bugs on newly released software and assist in deployment of release fixes.
- Patch software and install new versions to eliminate security problems and protect data.
- Document all transactions and support interactions in the system for future reference.
- Follow up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Contribute to the knowledge base by documenting interactions and solutions.
- Write SQL scripts to help the team problem solve and repair databases.

Software Release Engineer

- Collaborated with development, quality assurance, and infrastructure teams to plan and execute bug fix releases in alignment with the established release management policies.

- Took ownership and coordinated bug fix deployment activities across multiple environments, including development, testing, staging, and production.
- Developed and maintained detailed release plans, including rollback strategies and contingency plans to address potential issues.
- Created datasets to analyze and recreate issues reported by customers.
- Conducted risk assessments, analyzing proposed changes at a technical level, assessing potential risks and impacts to the overall software suite, and worked closely with stakeholders to address and mitigate potential release-related risks.
- Ensured compliance with release management policies, procedures, and change management processes.
- Investigated and managed software version jumps, ensuring compatibility and stability during deployments.
- Documented release notes, known issues, and lessons learned to improve future release processes.
- Alerted management of any deviation from the release management plan and facilitated reviews to determine resolution strategies.
- Monitored software performance post-deployment, ensuring that any new or outstanding issues were promptly identified and addressed.
- Assisted in performing QA functions as necessitated.
- Tracked and thoroughly documented all customer issues in the ticketing system.
- Facilitated positive, proactive working relationships with customers and internal resources.
- Handled escalations or consultations from Software Support.

Software Support Analyst II (Tier 2)

Software Support Specialist

- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.

- Patched software and installed new versions to eliminate security problems and protect data.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Wrote SQL scripts to help our team problem solve and repair databases.

Technical Skills

- **Software:** SSMS, Nmap, Wireshark, SCCM, WDS, WSUS, Eclipse, Office 365
- **Hardware:** Windows Servers, Workstations, Laptops, Tablets
- **Operating Systems:** Windows 7-11, SQL Server, Linux, iOS, Active Directory
- **Programming:** Python, SQL, HTML, C++, CSS, Cobol, JavaScript, Java, C#

Education

- **B.S. in Information Systems Analyst and Development,** Illinois State University – Normal, IL
- William Rainey Harper College – Palatine, IL | Dean's List (Spring/Fall 2016) | GPA: 3.5