

Michael Alexander Giordano

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Education/Certifications

Full Stack Web Development Certification

Helio Training 2019

Computer Science Minor *15 Credits

University of Utah

Bachelor of Science in Economics with emphasis in Statistical Analysis

University of Utah, 2017

Professional Experience

IDS, Inc | Client Service Representative

October 2021 - Current

- Wrote code using a proprietary coding language to solve client specific issues, create custom audits and insert document customizations for clients using the software.
- Maintained and updated federal, state and lender specific mortgage documents and ensured government compliance and client satisfaction.
- Managed accounts for five clients who utilize Loan Originator Network, a loan origination system, being the main point of contact for support and project discussion.

Cru Kombucha | Sales Associate

July 2019 - August 2021

- Establish beneficial professional networks and partnerships to gain insight and campaign support resulting in long-term business relationships.
- Sold product in various locations including Farmers Markets, and official locations.

Two Semesters University of Utah

October 2018 - June 2019

- 12 credits towards Computer Science B.S.

Morgan Stanley | Operations Project Analyst

September 2017 - September 2018

- Member of eleven person remediation team responsible for working with clients and the Client Advisory Center to resolve issues identified on their accounts and encountered during service processing.
- Wrote and distributed macros for the team using Visual Basic to ease the process of data entry and updating a roughly 30,000 account database.
- Monitored ongoing projects for adherence to prescribed timelines, suggesting operational changes where needed.
- Determined root cause of problems and issues to implement courses of action required to implement solutions.
- Created an automated work distribution system to manage workflow for eleven team members.

Time off for Furthering Education

February 2017 - August 2017

University of Utah | IT Front Desk Admin

July 2016 - January 2017

- Managed scheduling, mail distribution, communications, and other administrative support tasks for personnel.
- Developed revisions to systems and procedures by evaluating operational practices and identifying improvement opportunities.
- Self organized half a dozen people prioritizing backlog of work order tickets that required attention.

Technical Skills

- Git
- Javascript / Node / React
- Java / Python
- HTML / CSS
- Visual Basic / Excel
- Object Oriented Programming