

# Mauro Merconchini

## SUMMARY

Throughout both my education and career as a software developer, I've challenged myself numerous times to solve new, complex problems, as well as build robust, maintainable solutions. I enjoy creating useful tools to fix technical system deficiencies for both myself and others, benefiting end-users and internal teams. Pivoting towards a career in web-development would allow me to continue growing my skills by exposing myself to a much wider range of technology stacks. It would also afford me even more opportunities for creating useful software with a wide reach, eliminating any barriers for end-users (or even myself) to run my applications.

## EDUCATION

### Florida International University, Miami FL

Bachelor's Degree in Computer Science : August 2017 - July 2020

## WORK EXPERIENCE

### Skyline Communications — System Developer (C#, Git, CI/CD, Agile, SCRUM)

July 2020 - Present

Developed and maintained software integrations that allowed for external software and hardware solutions from various vendors (Evertz, COX, Verizon) to communicate with Skyline's Dataminer management product.

- Created deployment packages for two custom solutions, which condensed a long series of manual steps into an entirely automated process, thus dramatically shortening maintenance windows and increasing developer productivity **by a factor of at least 10X**.
- Wrote and maintained documentation for creating these deployment packages which decreased the onboarding time for team members assigned to maintain them, improving developer productivity by removing knowledge silos.
- Expanded and heavily refactored the integration solutions for two widely used VideoFlow devices to deliver a range of new features as well as improve performance and responsiveness.
- Restructured a FOX mission-critical solution that would allow them to double the number of Evertz device integrations with minimal input from the end-user.

### Kaseya Ltd. — Customer Support Engineer (Python)

January 2019 - October 2019

Provided support for multiple products such as the Virtual Systems Administrator and Spanning.

- Developed automation solutions for diagnosing and troubleshooting a wide range of customer issues in Kaseya environments, simultaneously offering technical guidance and best-practice coaching to enhance customer satisfaction.
- Engineered a custom Python application to streamline and automate the resolution of a frequently occurring support ticket, **reducing a labor-intensive process from over an hour to mere minutes**, thereby significantly increasing productivity.
- Volunteered to be trained and transferred to a different support team to significantly alleviate their load of incoming support requests.
- Contributed to quality assurance efforts for Kaseya products, proactively identifying and tracking known defects before they could impact customers, thus playing a pivotal role in maintaining a high level of product quality.

## PROJECTS

### GameTally — PHP, Laravel, HTML, Tailwind CSS, Git, CI/CD

Created a list-style web application to keep track of my growing backlog of games to play.

- Implemented the use of a third-party API (SteamGridDB) to grab metadata about each game displayed on the list.
- Set up a continuous deployment pipeline using Laravel Forge.
- Designed an intuitive user interface with responsive design principles, ensuring a seamless experience across devices of various screen sizes.

### Reflex Arena CLI Utilities — Java, Git

Created my own set of Java command-line tools to manipulate 3D vertex geometry and point entities.

- Authored separate utilities for independently manipulating the 3D coordinates of map brush geometry and point entities.
- Sought feedback from the Reflex Arena community to implement their feature requests, and released all of my work as free and open-source software so it could be further iterated by community members.

### Quake Mapping Companion — Java, Processing, Git

GUI tool to keep track of map file statistics to assist level designers with their workflow.

- Created a minimalist, user-friendly interface to display detailed information about the map currently being edited.
- Implemented threading to allow for smooth, continuous file-scans, reflecting file changes immediately in the user interface

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## SKILLS

C#

Java

Processing (Java Framework)

Python

PHP

Laravel

HTML

CSS

Tailwind CSS

Bootstrap

Git

Agile

SCRUM

CI/CD

VMWare

VirtualBox

## LANGUAGES

English (Fluent)

Spanish (Fluent)