

# Mauro Merconchini

(786) 253 - 7440  
mauro\_merconchini@yahoo.com  
mauromerconchini.com  
linkedin.com/in/mauro-merconchini/  
**Miami, FL**

## 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

Bachelor's Degree in Computer Science - Florida International University : 2017 - 2020

## EXPERIENCE

### **System Developer, Skyline Communications // 2020 - Present // C#, .NET**

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

- Created deployment packages for two customer 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.
- Undertook a significant refactoring of two widely-used VideoFlow solutions, allowing for a more seamless integration of new features as a result of greatly reduced technical debt.
- 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 their number of Evertz device integrations with minimal input from the end-user.

### **Customer Support Engineer, Kaseya Ltd. // 2019 // Python**

Provided customer 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 transitioned to a different support team, effectively alleviating their workload and ensuring smoother handling 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.

## FEATURED PROJECT

### **GameTally // Fall 2023 // PHP, Laravel, Tailwind CSS**

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 service 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 various devices and screen sizes.