

## Michael Caiati

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### SUMMARY

Dynamic professional with expertise in technical account management, software development, and customer support. Recently completed a rigorous coding bootcamp, strengthening software development skills and enhancing a strong background in API troubleshooting, cloud-based solutions, and client relationship management. Skilled in fostering collaboration, improving processes, and delivering tailored technical solutions.

### SKILLS

- **Development:** JavaScript, Python, TypeScript, React, MERN Stack, RESTful APIs
- **Databases:** MySQL, PostgreSQL, MongoDB
- **Tools & Platforms:** Git, GitHub, CI/CD Pipelines, JIRA, Slack
- **Testing:** Unit, Integration, Component, End-to-End Testing
- **Networking & Protocols:** TCP/UDP, SSL/TLS, WebRTC, VoIP/SIP
- **Software & Communication:** MS Office Suite (Word, Excel, PowerPoint, Outlook), Salesforce, Zendesk, Slack, Zoom, Microsoft Teams, RingCentral, Skype Business

### EXPERIENCE

#### ***Twilio, Inc. October 2021 - August 2023 - Technical Account Manager III ISV***

- Acted as a technical liaison to deliver strategic customer support, minimize downtime, and enhance system reliability.
- Diagnosed RESTful APIs and integrations, resolving complex technical issues and collaborating with cross-functional teams to improve customer satisfaction.
- Investigated and addressed network connectivity issues to optimize performance
- Provided guidance and support on Twilio integrations and helper libraries.
- Independently identified software bugs and collaborated with teams to resolve issues, leading to product enhancements and improved functionality.

#### ***iCIMS February 2018 - October 2021 - Senior Technical Support Engineer III***

- Provided technical support for iCIMS platforms, delivering customized solutions
- Researched & resolved technical issues in collaboration with engineering teams
- Led client satisfaction initiatives, such as pilot program for key enterprise accounts
- Developed training materials and conducted onboarding sessions for new hires
- Mentored junior team members, serving as a senior resource for TextRecruit team
- Promoted from Level I to Level III, reflecting advanced technical expertise

#### ***USI Affinity January 2015 - January 2018 - Policy Services Specialist***

- Processed and activated policies, ensuring compliance with firm standards
- Maintained & updated policy changes accurately in firm database system

### EDUCATION

- ***Pace University, New York, NY - B.A., Communication Studies, magna cum laude***
- ***Rutgers University, New Brunswick, NJ - Full Stack Coding Bootcamp***