Michael Coupland

Senior Software Engineer

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PROFESSIONAL SUMMARY

Senior WPF/C# software engineer with a track record of creating and maintaining complex WPF applications in production environments. Expert knowledge of WPF. UI templating, custom theming, converters, and UI field binding. Expert writing C# code to work with WPF's implementation of event handling, dispatchers, asynchronous UI interactions, parallels and multi-threaded operations. Expert with C# conventions and patterns including MVC, LINQ, LINQ to SQL and Unit Tests. Expert in database abstraction and integration with Entity Framework, both Code-First and Data-First. Advanced SQL knowledge – normalization, schema design, stored procedures, views, and ad-hoc queries. Well versed in Agile development, CI/CD, GIT-based source control, and automated testing.

CURRENT TECHNICAL FOCUS

C#, .NET, WPF, async/parallel programming, REST APIs, SQL Server, latest web technologies. Agile, Scrum, DevOps integration, CI/CD, Automated unit, smoke and regression testing.

CORE TECHNOLOGIES

- C#, SQL, Python, VB.NET
- .NET, ASP.NET, WinForms, WPF
- React, Drupal, WordPress
- HTML, CSS, JavaScript, REST APIs, JSON
- SQL Server, PostgreSQL, MySQL
- Windows, Linux (RHEL, CentOS, Debian)
- Git, Azure DevOps/TFS, Jenkins, JIRA, CI/CD
- OOP, Dependency Injection, IoC, MVC, n-tier architectures

Additional exposure includes Flask, Bottle, Splunk, legacy systems modernization, and more

PROFESSIONAL EXPERIENCE

NIKA Solutions - Senior Application Developer

2024 – 2025

- Contract supporting a federally regulated application modernization effort.
- C# WPF application Entity Framework Code-First, database design and ETL.
- Designed, developed, tested, and maintained production applications, delivering clean, well-documented, and maintainable code in a regulated and restricted environment.
- Contributed technical analysis, implementation guidance, and ad hoc support to stakeholders, including leadership and operational staff.
- Produced technical designs and implementation procedures for new and enhanced application features.
- Performed performance tuning, maintenance, and troubleshooting across applications and system interfaces.
- Participated in end-to-end design and development efforts, from initial concept through delivery.
- Implemented responsive UI solutions focused on usability, accessibility, and consistent user experience.

American Warranty Group, LLC - Senior Software Developer

2019–2024

- C# WPF applications using Entity Framework Code-First, database design and ETL.
- C# Windows form applications and supported legacy Visual Basic application.
- Contributed to the maintenance, enhancement, and evolution of multiple enterprise insurance servicing platforms, supporting day-to-day operations, new feature development, and large-scale data migrations.
- Designed and developed applications across desktop and web stacks using C#, including WinForms, WPF, ASP.NET, as well as legacy Visual Basic systems.
- Built and integrated multiple third-party APIs and web services, including payment processing, VIN decoding, and automated contract import and processing.
- Developed internal desktop tools to support developers, accounting, and customer service teams, improving efficiency and reducing manual workflows.
- Performed advanced SQL development, including complex queries, data validation, and migration support across systems.
- Maintained CI/CD pipelines using Azure DevOps to support reliable builds, deployments, and environment consistency.
- Authored test cases, workflow documentation, and internal development standards to improve code quality, onboarding, and long-term maintainability.
- Drove architectural decisions and technical direction while remaining hands-on across multiple codebases.

San Antonio Credit Union - Lead Developer

2017–2019

- Served as a hands-on lead developer within a small engineering team, providing technical guidance, mentoring, and code review while remaining actively involved in development.
- Designed, developed, and maintained multiple internal C# applications to support reporting, organizational analysis, and operational visibility.
- Built custom tools to extract and transform ticketing system data to include user-defined reports and automated monthly PDF deliverables.

- Developed a reusable Power On (proprietary PL/I-based language) library implementing shared string, numeric, and array utilities to reduce duplication, ensure consistency, and improve reliability.
- Implemented and maintained reporting, data extraction, and parameter-management features using Power On, HTML, CSS, and jQuery.
- Investigated, debugged, and resolved defects across an existing production codebase.
- Established practical Agile processes, including standups, peer review, and release discipline, improving delivery consistency and code quality.
- Supported planning and execution by coordinating work intake, monitoring progress, and providing status updates to stakeholders.

City of San Antonio (COSA) - Technology Consultant

2016

- Advised on large-scale website modernization, platform selection, and operational trade-offs.

Rackspace - Software Engineer III / IV

2013–2016

- Contributed to the ongoing development and maintenance of CORE, Rackspace's flagship customer-facing platform for server provisioning and account management.
- Designed, implemented, and enhanced Python-based services and APIs supporting large-scale production workloads.
- Participated in Agile development practices, including sprint planning, standups, and iterative delivery.
- Led and contributed to security and compliance initiatives, including a major PCI DSS upgrade involving Python and PostgreSQL version modernization.
- Developed peer review guidelines and secure coding checklists addressing common vulnerabilities such as XSS, CSRF, SQL injection, and client-side risks.
- Played a key role in internationalization (i18n) efforts, migrating CORE to UTF-8 and enabling improved global customer support.
- Mentored junior developers through code review, technical guidance, and practical process improvements, contributing to measurable skill growth and career advancement.
- Researched and evaluated emerging technologies outside the core stack and shared findings through internal documentation and technical presentations.

Andrew Harper, LLC - Senior Developer / Team Lead

2010–2013

- Led the design and development of a high-end, customer-facing website where usability, visual consistency, and attention to detail were critical to brand perception.
- Implemented extensive custom theming and CSS enhancements to achieve pixel-perfect layouts aligned with brand identity.
- Built custom Drupal modules to integrate dynamic content, including social media feeds and internally authored editorial content.
- Designed and implemented a lightweight, faceted search solution with custom ranking, weighting, and phonetic matching to find and return featured, relevant, and related content.

- Integrated third-party APIs for online booking, affiliate data sharing, and print fulfillment services.
- Developed and maintained affiliate portals consuming shared content and data using PHP, MySQL, and Drupal.
- Recruited and guided full-time and contract developers to support ongoing platform maintenance and modernization efforts.
- Maintained and extended internal applications built with C# and ASP.NET, and configured and tuned SQL Server to support application needs.

SELECTED EARLY EXPERIENCE

Commercial Hardware Integration (Early Career)

Developed software integrating with commercial hardware systems deployed at retail scale, supporting real-time device communication, reliability, and operational constraints.

Headquarters-Deployed Software System (U.S. Air Force)

Designed and built a mission-critical software system as the sole architect and developer; deployed at the headquarters level and adopted as the authoritative solution across the organization.

VR & Hardware Integration (U.S. Air Force)

Developed low-level software integrating VR systems with specialized hardware, supporting simulation and training use cases in constrained, high-reliability environments.

ADDITIONAL INFORMATION

Previously held TS/SCI clearance; eligible for re-clearance.

EDUCATION

AAS Computer Science, Community College of the Air Force

Korean Linguistic & Cryptographic Studies, Defense Language Institute