

# Michael Coupland

Senior Software Engineer

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## PROFESSIONAL SUMMARY

Senior WPF/C# software engineer with a track record of creating and maintaining WPF applications in production environments, to include integration with disparate data sources, as well as legacy and 3<sup>rd</sup> party systems. 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**

April 2024 – September 2025

- Contract supporting a federally regulated application modernization effort.
- Created a C# WPF application using Code-First Entity Framework, designed a new database schema and created an API to integrate with 3<sup>rd</sup> party applications and other modules within the parent application.
- 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**

February 2019 – April 2024

- Created C# WPF applications using Code-First Entity Framework.
- Wrote API to integrate the WPF application into the existing environment while retaining the ability to move to a new data source and schema in the future.
- Created 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**

January 2017 – February 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**

October 2016 – January 2017

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

### **Rackspace - Software Engineer III / IV**

March 2013 – October 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**

February 2010 – March 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