

Michael Healy

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EXPERIENCE

Taco Bell, Irvine — *Reliability Engineer*

OCT 2020 - PRESENT

- Spearheading the development and implementation of customized dashboards and applications to enhance support capabilities for the NGPOS project, resulting in improved operational efficiency and support for the RS, SD, and Product teams.
- Effectively managed the prioritization of numerous deployments, tasks, and issues, by delegating work to team members and fostering collaboration with cross-functional teams to optimize support for our products.
- Proactively developing knowledge and training materials to further assist our teams in growing individually and better supporting our products/stores.

Staffmark Investment LLC, Irvine — *Level 1 Analyst*

SEP 2019 - OCT 2020

- Provided exceptional nationwide technical support, resolving hardware and software issues promptly and effectively.
- Contributed to knowledge base articles, enhancing troubleshooting efficiency and effectiveness.
- Delivered professional, patient, and empathetic technical assistance, ensuring store satisfaction..

Healy & Associates, Aliso Viejo — *Owner/Operator*

DEC 2016 - AUG 2019

- Led a successful construction company specializing in full house renovations, delivering exceptional craftsmanship and results.
- Collaborated closely with clients, translating their vision into stunning living spaces that exceeded expectations.

EDUCATION/CERTIFICATIONS

Full-Stack Developer — Bethel School of Technology

Full-Stack Developer focusing on Javascript, HTML and CSS

CompTIA A+ — *CompTIA*

General Hardware and Software knowledge

Winford High School

LINKS

[LinkedIn](#)

[GitHub](#)

SKILLS

Python

Javascript (React, React Native, Node.js)

HTML/CSS

Android/Apple App Development (Expo)

SQL/MySQL

AWS (Lambda, EC2, DynamoDB, S3, SQS, Cloudwatch, Cloudformation, KMS, Parameter Store)

Serverless Framework

Terraform

Retool

DataDog