

Michael Healy

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EXPERIENCE

Taco Bell, Irvine — *Production Support Analyst III*

SEP 2023 - PRESENT

Developed and implemented tailored dashboards and cutting-edge applications/scripts to elevate support capabilities for the NGPOS project, leading to substantial gains in support efficiency for the RS, SD, and Product teams.

Actively collaborated in the process of developing and deploying production code, catering to various critical processes and essential file requirements essential for our stores/reporting partners.

Elevated the team's expertise by proactively creating/updating comprehensive knowledge repositories and crafting training materials, empowering individual team members to evolve and provide increasingly effective support to our diverse product portfolio.

Taco Bell, Irvine — *Production Support Analyst II*

SEP 2022 - AUG 2023

Spearheaded 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.

Expertly coordinated a multitude of deployments, tasks, and issues, ensuring collaborative efforts with cross-functional teams to optimize support for our expansive product offerings.

Designed/Implemented new knowledge and training structure to better enhance the supportability of FOH products/operations.

Taco Bell, Irvine — *Production Support Analyst I*

SEP 2022 - AUG 2023

Supported the reliability and stability of our NextGen POS system, actively coordinating deployments and facilitating communication between teams to support our product.

Developed the initial knowledge and training materials to assist our teams in supporting our products/stores.

Taco Bell, Irvine — *Reliability Engineer*

OCT 2020 - SEP 2022

Supported the reliability and stability of our NextGen POS system, actively coordinating deployments and facilitating communication between teams to support our product.

LINKS

[LinkedIn](#) -
<http://linkedin.com/in/michael-healy-5aabaa161>

[GitHub](#) -
<https://github.com/mhealy-dev>

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

Developed the initial knowledge and training materials to assist our teams in 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