

# Michael Duren

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## PROFESSIONAL SUMMARY

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Software Engineer with 3 years building distributed systems and cloud infrastructure (C#/Java, Go, Python, Typescript). Delivered production observability platforms (40% MTTR reduction), developer infrastructure tools (78% faster deployments), and horizontally scalable SaaS serving 1,200+ users with \$4K MRR.

## EXPERIENCE

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### Software Engineer, Maximus

Minneapolis, MN (Remote)

October 2024 - Present

- Eliminated 4 weeks of manual processing per cycle by building HIPAA-compliant web portals (.NET Core, React, SQL Server) serving 500+ call center employees processing 16,000+ health questionnaires monthly for CA Department of Human Services.
- Established production observability infrastructure by deploying containerized Grafana with SQL Server data source and automated alerting, reducing MTTR by 40% and enabling proactive issue detection through real-time telemetry analysis.
- Reduced user-blocking support tickets by 30% by modernizing a quality assurance system to .NET and React, which resolved critical session state issues and provided operations teams with interactive, filterable quality metrics.
- Built Go-based deployment automation tools for Jenkins CI/CD pipelines, reducing deployment time 78% (90→20 minutes) and enabling 3-4 weekly production releases.

### Associate Software Engineer, Maximus

Minneapolis, MN (Remote)

August 2023 - October 2024

- Built RESTful web portals enabling call center staff to directly submit healthcare data to integrated backend systems, replacing a three-day manual approval and import workflow with real-time data entry supporting 500 concurrent users.
- Improved code quality 20% by integrating SonarQube into CI/CD and collaborating with security teams to enable self-service scanning, eliminating 3-4 day approval delays.
- Implemented comprehensive unit and integration testing using xUnit and NSubstitute, increasing code coverage from 0% to 78%.
- Delivered state-mandated service modernization by migrating CA Department of Healthcare Services income verification service from legacy SOAP to modern REST API architecture, ensuring continued compliance for healthcare enrollment operations supporting 500 call center employees.

### IT Specialist, Maximus

Minneapolis, MN (Remote)

May 2022 - December 2023

- Automated support technician and system administration tasks using PowerShell scripting, reducing manual operations time by 3 hours daily.
- Created PowerShell automation scripts for Active Directory to onboard and provision employees, reducing onboarding time and ensuring consistent infrastructure for development teams

## LEADERSHIP & ACHIEVEMENTS

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### Open Source & Product Development

- **Next Step CMS** - Architected horizontally scalable SaaS with [Pattern Interrupt](#) serving 1,200+ users with \$4K MRR using Go, PostgreSQL, Docker, and TypeScript/SolidJS. Implemented RESTful APIs, JWT auth, RBAC, and zero-downtime deployment pipelines.
- **Code for Recovery** - Active contributor to Code for Recovery nonprofit developing open-source technology for the recovery community. Primary contributions to TSML UI plugin, an interactive 12-step meeting finder deployable on any web page.

### Technical Education

- [Developing Developer Tools with Go](#): Created course website teaching developers how to build Language Server Protocol implementations in Go, providing hands-on experience building code editor tooling from scratch.
- [Building with .NET Aspire](#): Developed course site teaching cloud-native architecture and microservices patterns using .NET Aspire, covering distributed systems design, container orchestration, and observability practices.

## SKILLS

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**Languages & Frameworks:** C#, .NET, Go, Java, Python, TypeScript, JavaScript, SQL

**Frameworks:** ASP.NET Core, Chi (Go), Spring Boot, React, SolidJS, React-Query, Redux

**Databases:** PostgreSQL, SQL Server

**Cloud:** AWS (ECS, CloudFront, S3), Azure (AZ-204), Docker, GitHub Actions

**Observability & Monitoring:** Prometheus, Grafana

**Distributed Systems:** Microservices architecture, horizontal scaling, container orchestration, RESTful API design, event-driven systems