

# Michael Duren

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## PROFESSIONAL SUMMARY

Software Engineer specializing in backend systems, observability infrastructure, and distributed systems with expertise in Go, .NET, and modern web technologies. Proven track record of establishing monitoring practices, automating operations (24 weeks annual savings), and building scalable applications. Strong foundation in containerization, CI/CD tooling, and real-time performance monitoring.

## EXPERIENCE

### Software Engineer, Maximus

Minneapolis, MN (Remote)

October 2024 - Present

- Established the team's first production observability infrastructure by implementing Grafana dashboards and alerting connected to SQL Server, enabling proactive issue detection and significantly reducing user-reported bugs through real-time visibility into application health where previously only IIS logs existed, with plans to extend across all team services.
- Eliminated 4 weeks of manual processing per cycle by building HIPAA-compliant web portals (.NET, React, SQL Server) that automated monthly collection of 16,000+ health questionnaires for CA Department of Human Services.
- 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.
- Streamlined developer productivity by engineering a suite of Go-based CI/CD tools that saved over 1 hour per deployment.
- Eliminated 5 weekly manual support tickets by creating a Go data aggregation tool that automatically generated and delivered CSV reports to business analysts and call center management.

### Associate Software Engineer, Maximus

Minneapolis, MN (Remote)

August 2023 - October 2024

- Improved code quality by 20% through SonarQube integration into CI/CD pipelines, reduced deployment delays by documenting self-service security scanning approaches that eliminated 3-4 day security team dependencies, and brought the team into compliance with corporate standardization mandates through OAuth 2.0 implementation.
- 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 system administration and development support tasks using PowerShell, reducing manual operations time and maintaining infrastructure for development teams.

## LEADERSHIP & ACHIEVEMENTS

### • Open Source & Product Development

- Next Step CMS** – Architected and built Chemical Dependency Case Management SaaS. Designed microservices backend in Go with Chi router, implementing containerized deployment for horizontal scalability and zero-downtime updates. Frontend built in TypeScript with SolidJS.
- Code for Recovery** - Active member of Code 4 Recovery a non profit organization that develops open-source technology projects to help the recovery community come together and recover from addiction. Contributed mainly to the [TSML UI](#) plugin which is an interactive 12 step meeting finder that can be used 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

**Languages & Frameworks:** Go, C#, .NET, JavaScript, TypeScript, React, SolidJS, ASP.NET

**Infrastructure & Observability:** Grafana, Prometheus, Docker, CI/CD, Distributed Systems

**Databases:** PostgreSQL, SQL Server, SQLite

**Protocols:** gRPC, HTTP/2, WebSockets, Rest, GraphQL

**Cloud & Infrastructure:** AWS, Azure, Containerization, Microservices Architecture