MICHAEL MCCLUNG

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CAREER OBJECTIVE

Results-driven operations leader and former software developer with a proven track record in optimizing field service management, dispatch operations, and technician performance. Combines technical expertise with process innovation to streamline workflows, reduce costs, and elevate customer satisfaction. Seeking to leverage a unique blend of technology and management experience to drive operational excellence and team success in a growth-focused service organization.

PROFESSIONAL EXPERIENCE

Affordable Air   Dallas, TX
Lead Dispatch Manager   *2025 – Present*

- Directed daily dispatch operations, optimizing technician routes and reducing time/fuel costs by 20%.
- Managed permits, inspections, and compliance to ensure timely project delivery.
- Created and implemented company-wide SOPs for installations, service, and maintenance.

Poseidon's Elite Plumbing Inc.   Dallas, TX
Onboarding & Operations Manager   *2024 – 2025*

- Streamlined field operations using Service Fusion, doubling company revenue through scheduling and dispatch optimization.
- Assisted in job estimating and customer coordination for residential and commercial projects.
- Designed training programs that improved technician efficiency and customer satisfaction.

JP Morgan Chase & Co.   Plano, TX
Software Developer II   *2020 – 2023*

- Built a self-service communication platform using Spring Boot (Java 17), Angular, and Oracle, saving 1000+ developer hours.
- Integrated Elastic Stack for performance metrics and monitoring.
- Automated PaaS cloud deployments, reducing chargebacks by 64% through optimized application uptime.

Northrop Grumman   Huntsville, AL
Software Developer Intern   *Summer* 2019

- Contributed to the Integrated Air and Missile Battle Defense Command System (IBCS) project.
- Developed unit tests in Java 8, and worked in Linux/Cloud Foundry environments.
- Collaborated in Agile Scrum teams and technical stand-ups.

Global Technologies Integrators   DFW, TX
Lead Programming Technician   *2015 – 2016*

- Supported programming and system testing for defense applications.
- Gained experience in pair programming, unit testing, and Linux terminal operations.

TECHNICAL SKILLS

Languages & Frameworks: Java, Python, Spring Boot, Angular, Node.js, Cucumber
Architecture & Development: Micro-services, MVC, RESTful APIs, Web Development, CI/CD
Databases & Tools: Oracle, MySQL, Liquibase, Jenkins, BlazeMeter, Kibana, Grafana
Cloud & Infrastructure: AWS, GCP, Automation Tools
Collaboration & Project Tools: Jira, Confluence, Bitbucket, MS Office Suite

FIELD SERVICE MANAGEMENT SKILLS

FSM Software | Technician Dispatch | CRM & Field Service Tools | Customer Service
Budgeting | Estimating | Inventory & Vendor Management | Safety & Code Compliance

EDUCATION

Texas Tech University   Bachelor of Computer Science
                                                               May 2020

Richland College   Associate of Science
                                                               Aug 2019