

# MICHAEL BARTLETT

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## EDUCATION

### University of Pittsburgh

B.S. Computer Science & Information Science Minor

Pittsburgh, PA

Aug 2020 - Apr 2024

## EXPERIENCE

### eServices Payment Technology

*Full-stack Software Engineer*

Baldwin, PA

May 2022 - Present

- Led design and implementation of critical new features, while also migrating legacy features from a legacy PHP application, to enhance a modern, high-performance React/Redux and Node.js web application.
- Proactively resolved 90% of client and staff support requests for 1500+ clients and 15+ employees, providing training and troubleshooting to ensure user satisfaction.
- Assisted in leading a team of engineers and collaborated with CTO on key technical decisions.
- Optimized database queries and backend processes, resulting in improved application performance and reduced response times.
- Demonstrated proficiency in SQL Server, Node.js, Docker, GitHub Actions, and Windows Server administration.

### D.E. Shaw & Co

*Systems Administrator Intern*

New York, NY

June 2023 - August 2023

- Developed and implemented a solution for proactive monitoring of common Outlook issues, significantly reducing helpdesk tickets and improving user experience.
- Streamlined manual processes through Slack-based automation, enhancing team efficiency and saving valuable time.
- Partnered effectively with a Systems Administrator team to provide comprehensive support for over 3000 employees.
- Troubleshooted and resolved technical issues for Windows and Linux systems and applications, ensuring optimal functionality.
- Leveraged PowerShell, Python, and Kubernetes to develop innovative solutions and drive impactful improvements.

### Freelance Work

*Web Consulting/Development*

Remote

May 2020 - Present

- Designed and developed custom WordPress websites, plugins, and features for diverse clients.
- Collaborated closely with clients to deliver tailored website solutions aligned with their goals.
- Manage website hosting, domains, DNS records, and email configurations through cPanel, utilizing Linux, MySQL, and other relevant technologies.
- Implement best practices to optimize website speed, security, and overall performance for a seamless user experience.
- Advise clients on strategies to enhance their online presence through social media, Google My Business, and other relevant channels.

### Bethany Wesleyan Church

*IT Operations & Media Production*

Cherryville, PA

Dec 2017 - Jan 2021

- Oversaw procurement, setup, and maintenance of IT equipment across three campuses, ensuring optimal functionality for diverse needs.
- Successfully implemented audio/video enhancements for 5+ venues, improving presentation and communication capabilities.
- Managed and executed live stream events, consistently attracting 100+ viewers per stream.
- Installed and configured a new VoIP phone system for 40+ users, streamlining communication across the organization.
- Maintained and updated the organization's website, resulting in a consistent average of 1500+ monthly visitors.

## STRENGTHS & TECHNICAL SKILLS

Programming & Query Languages:	JavaScript, Python, Java, PHP, PowerShell, HTML/CSS, SQL
Libraries & Frameworks:	Node.js, Express.js, React.js, Redux.js, Material-UI, Flask
Technologies:	REST APIs, VoIP, Git, Github, MacOS, Windows, Linux, Kubernetes
Technical Skills:	Web Development, Systems Administration, Automation, Troubleshooting
Strengths:	Self-starter, Problem Solver, Communication, Adaptability, Teamwork, Time Management