

Michael Charles Cotofan

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Objective:

As a Software Automation Developer with a background in Software Engineering, I am driven by my eagerness to learn, passion for coding and technology, and problem-solving skills. I strive to build solutions that bring value to clients and organizations, making me an ideal candidate for both Software Automation and Software Engineering roles.

Education:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, October 2020**
 - 12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training.

Awards & Achievements:

- UiPath Advanced Professional Certificate – Certified 2022
- EFA Core Value Award for Quality
- MTA: Software Development Fundamentals - Certified 2021

Competencies & Functional Skills:

RPA development & implementation, C# proficiency with ASP.NET, experience with UiPath Enterprise and Power Automate, strong problem-solving & analytical skills, familiarity with Agile methodologies, ability to translate business requirements into technical solutions, experience with Git version control system, knowledge of HTML and CSS, meticulous attention to detail & quality work output, effective communication & collaborative teamwork.

Technical Skills:

Languages: C#, ASP.NET, API development, HTTP methods, MVC

Automation: UiPath Enterprise, Power Automate, Formstack

CI/CD: Agile, Scrum, Git

Testing Tools: Unit Testing

Databases: Entity Framework, relational databases

Web Technologies: HTML, CSS, APIs, stateless components, UI Automation, responsive web design, Data Scrapping

Professional Experience:

Software Automation Developer, CarDon & Associates, Fishers, IN, April 2022 – Present

- Develop and implement robotic process automation (RPA) solutions using UiPath and Power Automate to automate business processes and increase operational efficiency.
- Collaborate with business and IT stakeholders to understand requirements and translate them into technical solutions.
- Perform testing and debugging of automation workflows and ensure they meet quality standards.
- Recognized for outstanding problem-solving and analytical skills, as well as ability to work collaboratively with cross-functional teams.
- Ensure compliance with company security policies and procedures.
- Implement version control using Git to manage changes to automation code and workflows.
- Successfully delivered multiple RPA projects resulting in significant cost savings and increased efficiency for the organization.
- Maintain up-to-date documentation of automation workflows, design, and architecture.

Account Specialist, Tangoe, Indianapolis, IN, October 2020 – April 2022

- Provided day-to-day operational help-desk support via inbound calls and web support via live chats, email, and portal activities.
- Managed personal and customer support inboxes effectively and responded quickly to end user requests based on service standards set for each customer.

- Utilized resources to manage transactions, escalating issues appropriately.
- Maintained a comprehensive understanding of account goals and processes by retaining information, asking questions, understanding SLA's and account expectations.

Logistics associate, Tangoe, Indianapolis, IN, February 2019 - October 2020

- Communicated effectively with other departments, shipping carriers, and vendors.
- Proactively identified and resolved issues.
- Ensure that all devices were programmed correctly as requested by the customer.
- Ensure that all packages are shipped on time and to the correct business location.
- Partnered with Operations teams to address customer satisfaction inquiries related to account changes and activities

License Management Specialist, Veeam Software, Bucharest, Romania, Europe, August 2017 - December 2018

- Handled by data entry information received internally or externally completed through Customer Relationship Management software (CRM) systems and Salesforce Proactively identified and resolved issues.
- Processed licensing requests sent by customers, partners and distributors via phone or Outlook. Ensure that all packages are shipped on time and to the correct business location.
- Managed detailed records of individual licensee contracts, to include renewals, technical, amendments, termination and financial reporting.
- Maintained excellent relationships with all partners and communicate new product launches on a regular basis .
- Managed and maintained license agreements & contract negotiations for Asia and European based licensees.