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| mICHAEL gAPPA  13724 Orange Sunset Dr Unit 201 Tampa, Florida · 813-494-9957 ·m.gappa2293@gmail.com |
| **Professional Summary**  Perceptive and logical database manager and web developer with a proven ability to communicate with technical professionals and end users. With 4+ years of experience driving data accuracy and integrity, can identify and translate business requirements, build and lead teams of talented professionals, and develop valuable process solutions that meet business objectives. |

# Experience

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| Dates From August 2022 – PresentJr. Dynamics 365 Developer at Adaptivestack Technologies, Inc, AdaptiveStack Technologies, Inc  * Improved data integrity by comparing raw and refined data from various partnered organizations to ensure all accounts have accurate data in all databases. * Built solutions using C#, HTML, CSS, Bootstrap, and Javascript to solve complex business needs for Office of Small and Disadvantaged Business Utilization directives. * Oversee day-to-day functioning of company’s MS Dynamics 365 CRM * Maintained CRM and deployed solutions to resolve web security assessment findings. * Provided recommendation for areas of improvement * Maintained constant communication with leaders and other developers.  Dates From APRIL 2019 – August 2022CRM DATAbase manager, Greater Tampa REALTORS  * Improved data integrity by comparing raw and refined data from various partnered organizations to ensure all accounts have accurate data in all databases. * Develop processes to improve database integrity through collaboration. * Oversee day-to-day functioning of company’s MS Dynamics 365 CRM and ClickDimensions * Developed processes using REST API and Python to improve business processes and ensure data integrity. * Developing and managing web forms using Javascript, HTML, and CSS to increase leads for the organization. * Manage and develop web pages on WordPress that affects member portal.  Dates From OCtober 2018 – APRIL 2019mEMBER sERVICEs tEAM LEAD Greater Tampa REALTORS  * Conduct team meetings to assist with questions or issues that may need to be addressed with the team. * Develop reports aligned with department trends and production to collaborate with management. * Lead the team in managing phones, emails, and voicemails while ensuring staff meets their goals for each business day.  Dates From April 2017 – OCtober 2018mEMBER sERVICEs Representative Greater Tampa REALTORS  * Entered applications into database to recruit members of the association. * Answer calls and emails to assist with member’s accounts and questions that pertain to joining the association. * Assist with and resolve walk-in member inquiries. |
| Dates From August 2013 – To APRIL 2017sHIFT mANAGER, qdoba  * Cross-trained in all positions in restaurant. * Monthly meeting with District and General Managers of restaurant regarding shift performance and statistics. * Perform managerial tasks to track restaurant inventory, labor, and budget. * Lead the shift and provided direction for employees dependent on busy and non-busy hours. |

# Education

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| dECEMBER 2024B.S.A.S Info Stds: Information Architecture, uniVERSITY OF sOUTH fLORIDAMay 2021A.S. Database Technology, Hillsborough Community College |
| May 2012High School Diploma, T.R. Robinson High School |

# Skills

* Microsoft Dynamics 365 CRM 2016.
* Power BI
* MySQL Database
* Oracle Database
* JavaScript, SQL, Python, CSS, and HTML.
* Frameworks with CSS (Bootstrap 5), Javascript (React and Next.js) and Python (Dash and Flask).
* Project Management Concepts - Agile & Waterfall.
* IT Network Concepts.
* Ability to work alone to maintain track of project development.
* Ability to collaborate with other team members to maintain track of project development.
* Ability to engage in Public Speaking.

**Websites**

* <https://michaelgappa.pythonanywhere.com>

**Accomplishments**

* Built solutions in CRM environment using HTML, CSS, and JavaScript to enhance system UI experience to increase productivity and communication within all departments at Greater Tampa REALTORS.
* Developed Microsoft SSRS reports to track engagement of members if CRM OOB does not meet requirements.
* Designed CRM dashboards to track organizational operations and engagement, including class attendance, membership recruitment and event participation.
* Collaborated with third-party developers to integrate data files from other organizations into MS Dynamics.
* Implemented and administered MySQL database for MLS Embedded Analytic Dashboards.
* Configured SSO with CRM Portal and WordPress website using miniOrange product to enhance member experience.
* Designed and refactored Python code to integrate services such as Zoom, SnapEngage and JotForm to import class registration, store, and meeting registration data to GTR’s CRM for Engagement metrics.
* Implemented an API process using Florida DBPR’s FTP link to import data into CRM for real estate license tracking.

**certificates**

* C.C.C Database Administrator
* USF Global Tech Experience
  + Intro to Web Design with HTML, CSS, & Bootstrap
  + Web Development with Javascript & APIs
  + Intercultural Competency & Leadership Skills