MICHAEL GEORGE BETHUNE

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SUMMARY

Software Engineer, IT consultant, and technical writer with experience working for U.S. federal government and private sector customers. Achieved high scores in Math standardized testing. Possess exceptional state-of-the-art IT skill sets. Experienced in IT training, data collection, and hardware/software maintenance.

TECHNICAL EXPERIENCE

AT&T – Middletown, NJ

Senior-Application Developer, June 2009-present

- Worked on development teams to design, code, and test various applications based on submitted user requirements.
- Wrote high level and application design documents for various projects
- Tested code and documented defects discovered
- Developed functionality for the Web Based Capacity Management lightspeed platform to process and analyze U-verse deployment across the country using SQL and JAVA
- Created and upgraded system to automatically configure cisco routers based on the needs of the AT&T VPN customers. System was built on JAVA, Javascript and SQL
- Maintained web service interface with IBM vendor products for monitoring router utilization data
- Used jQuery AngularJS and Javascript to design, develop, update and maintain various functions of the desktop and mobile AT&T online store.
- Integrated third party products into the online store
- Conducted web performance testing and made improvements to the desktop and mobile AT&T online store.that resulted in a 33% performance boost.
- Taught new employees about the basics of networking in 3 day hands on training lab

Les Brown Enterprises – Chicago, IL

IT Consultant, December 2007-January 2009

- Worked for motivational speaker with national and international operations and presence. Provided consulting services covering all of the firm's IT needs.
- Installed, updated and maintained computers in small office network. Single IT troubleshooter for the firm.
- Created and maintained database of more than 5,000 customers, used for vital customer outreach and marketing purposes.
- Processed 500 weekly orders through online fulfillment companies, ensuring timely delivery of products to customers.
- Generated order forms and flyers for distribution at speaking engagements.
- Responded to customer needs via phone and email, fulfilling this task utilizing clear and informative verbal and written communication skills.

National Aeronautics and Space Administration (NASA), Marshall Space Flight Center –Huntsville, AL

Technical Writer, June 2006-July 2007

- Supported IT security team research, writing and analysis at NASA's Marshall Space Flight Center (MSFC).

- Created and updated nine security plans for financial computer systems.
- Performed evaluations and research on the hardware configuration and policies that were currently in place for the system. Ensured that these components were up to standards and that best practices were being properly followed by all staff.
- Interviewed engineers/software architects to collect complex technical data for inclusion in security plans. Compiled tables of server information, data sensitivity, and firewall rules.
- Responded to IT trouble tickets submitted by NASA/MSFC financial division staff via Remedy software program. Quickly resolved a wide range if IT issues, documenting problem, solution, and time/date, etc.
- Assisted in social engineering tests to prepare for government-regulated security audits. This included random audits to ensure adherence to security protocols. Proactively prepared for federal government security audits.

EDUCATION

DePaul University, Chicago, IL

Master of Science in Computer Information and Network Security, September 2007-June 2009   Cumulative GPA: 3.48/4.00

Oakwood University, Huntsville, AL

Bachelor of Science in Computer Science, August 2002 - May 2006 Cumulative GPA: 3.53/4.00 Major GPA: 3.72/4.00

GRE: Quantitative – 800, Verbal – 600, Analytical Writing - 3.5 **SAT:** Math – 800, Verbal - 580

COMPUTER SKILLS

Languages: JAVA, Javascript, jQuery, AngularJS, SQL, ASP, PHP, HTML, CSS *Software:* MS XP, MS Office Suite, WordPerfect, Lotus Notes, Adobe Photoshop, Dreamweaver, Microsoft Visual Studio, Unix