**Michael Mason**

Leavenworth, WA

650.452.5480

xmichaelmason@gmail.com

Education: Bachelor of Science in Liberal Studies, Kaplan University, 2014-2016;

Associate of Science in Criminal Justice, Community College of the Air Force,

2006-2011

Experience:

**Software Engineer, Neudesic**

Sep 2022-Present

• Develop and implement custom solutions using Microsoft Dynamics 365

CRM platform, enhancing efficiency for sales teams and clients.

• Integrate functionality for multiple departments, facilitating improved

communication and streamlined workflows.

• Customize Dynamics 365 cloud flows, business rules, and business process

flows to optimize operations.

**Associate Software Engineer, Revature**

Oct 2021-Sep 2022

• Led a team of 4 in developing a CI/CD pipeline, database, and API for a

healthcare application, CloudCure.

• Deployed and modernized micro-services using Kubernetes, Docker, and

Helm, resulting in improved performance for healthcare providers.

• Supported a portfolio of 30+ healthcare applications, ensuring critical data

integrity and communication.

**Network Operation Center Administrator, MobiTV**

Jul 2018-Jan 2019

• Assisted in front-end configuration for linear channels and VOD using AWS

Elemental.

• Automated video/audio stream quality tests for 20+ applications, saving

time and increasing efficiency.

• Utilized scripting languages (Python, Bash) to analyze server logs and

generate reports on failed video segments.

**Network Operation Center System Administrator, UCSF Medical Center**

Aug 2012-Aug 2014

• Resolved issues according to SLAs and client expectations, utilizing

Windows Server, Powershell, and vSphere.

• Managed patching program for thousands of on-site servers, ensuring

compliance with company policies.

• Documented incidents and resolutions in ServiceNow and maintained up-

to-date documentation.

**United States Air Force, Staff Sergeant, 2005-2011**

• Managed secure entry control for 20,000+ military and civilian personnel.

• Supervised a team ensuring safety and security of nuclear resources.

• Developed a training program on regulations and civilian law, resulting in a

300% increase in productivity.

Skills:

• Enterprise business systems support, analysis, and development

• Microsoft Dynamics 365 CRM, C#, .NET, ASP.NET, MSSQL

• Angular, JavaScript, PowerFX, Python

• Azure/DevOps

• Docker, Kubernetes

• HTML, CSS

• Git/GitHub

• Strong problem-solving and analytical skills

* Excellent communication and teamwork abilities

References: Available upon request