MICHAEL MCCARTY

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SKILLS

Languages: Java, Python
Web Development: JavaScript, Node.js, Express, React, HTML, CSS
Development Environment: Visual Studio, Android Studio, Netbeans, UNIX
Version Control: Git, SVN
Databases: MySQL, MongoDB, SQLite
Spoken Languages: Russian (Basic Conversation), French (Basic Conversation)

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, Atlanta, Georgia   2019
Full Stack Flex Web Dev Certification

GEORGIA STATE UNIVERSITY, Atlanta, Georgia   *2018*

Bachelor's of Science in Computer Science

DALE CARNEGIE INSTITUTE OF PUBLIC SPEAKING, Atlanta, Georgia   2011

GEORGIA INSTITUTE OF TECHNOLOGY, Atlanta, Georgia   2006-2009
Accounting Major

WORK EXPERIENCE

Intercontinental Exchange, Atlanta, Georgia   *09/2018-07/2019*
Operations Support Analyst
- Troubleshooting operational issues and providing direct support to clients by phone, email, & CRM tools.
- Maintaining production and disaster recovery servers for NYSE and ICE Inc.
- Communicating vital information about system maintenance, changes, and events to clients.
- Providing management with short and long-term solutions for restoration of services & reduction of financial impact.
- Working with internal teams to provide technical and operational support for incidents, problems, change & configuration management activities.

SUPPORT.COM, Redwood City, California   *01/2017-07/2017*
Tier 2 remote services technician for COMCAST
- Provided world-class customer care to users.
- Maintenance of a high level of customer satisfaction with focus on first call resolution.
- Problem identification and solution development for networking issues.
- Installation and maintenance of thousands of different networked devices.
- Top 5 performer within the company every month of my employment.

AWARDS

- Dale Carnegie Institute of Public Speaking Breakthrough Award
- Dean's List at Georgia Tech
- AP Scholar award at George Walton Comprehensive High School