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