MICHAEL MCCARTY

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SKILLS

Languages: Java, Python, PHP
Web Development: JavaScript, NODE, REACT, JQuery, HTML 5, CSS, Photoshop
Development Environment: Visual Studio Code, Android Studio, Netbeans, UNIX
Version Control: Git, SVN
Databases: SQL, SQLite
Spoken Languages: Russian (Basic Conversation), French (Basic Conversation)

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, Atlanta, Georgia   2019
TrilogyEd Full Stack Web Dev Bootcamp
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

COMPUTER-RELATED 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.

M3TEK SERVER HOSTING, Atlanta, Georgia   *02/2002-03/2003*
Owner of a startup internet business which hosted web/voice/game servers
Developed and implemented a business plan that addressed the following:
- Specification, purchase and installation of a server in a collocation facility.
- Development of a successful marketing strategy to attract customers.
- Training of support representatives in the use of SSH and Linux Command-line.
- Creation and maintenance of the company website utilizing PHP coding and MySQL backbone.
- Pricing relative to the competition.

CUSTOMER CARE & COMMUNITY MANAGEMENT

ATLANTA MINECRAFT, Marietta, Georgia   *10/2010-05/2011*
Owner and operator of the largest Minecraft game server and community in the USA
Created, operated, and managed a server and community in which daily challenges were:
- Acquiring and managing relations with large companies for sponsorships such as Monster Energy Drinks.
- Addressing user complaints and problems within the community by resolving disputes.
- Evolving a personal sense of community in users; encouraging teamwork; and building lasting friendships.

TALENT NETWORK ATLANTA, Roswell, Georgia   *05/2009-08/2009*
Personal assistant to senior talent agent
Handled daily responsibilities in an organized, diligent, and timely manner which included:
- Engaging models and actors on a daily basis to encourage them to stay up-to-date with our company.
- Keeping databases optimized & efficient.
- Call screening, reducing stress, and offloading work off of the senior talent agent.
- Judging the Miss Valdosta beauty pageant alongside Vogue photographer & Cosmopolitan make-up artist.

AWARDS

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