MICHAEL MOLITERNO

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PROFESSIONAL EXPERIENCE

Senior Consultant, Deloitte Consulting LLP   **Jul 2010 – Current**

IRS End-to-End Monitoring (E2E)   *July 2013 – Current*
- Design and deploy application, database, and network monitoring solutions that measure the performance, availability, and stability of IRS networks and IT systems
- Interface with IT stakeholder groups to define requirements
- Design end-user views of monitoring data that are accessible, understandable, and actionable
- Analyze monitoring data to identify patterns or anomalies; make data-driven recommendations to improve service performance and end-user experience

TSA Traveler Redress Inquiry Program (TRIP)   *Oct 2011 – June 2013*
- Created and deployed a custom case-management system (in Microsoft Dynamics CRM 2011) that allows the TSA and DHS to welcome legitimate, non-harmful travelers to the US
- Supported the build out of Microsoft Dynamics CRM 2011 infrastructure and led CRM administration efforts for my development team: user management and permissions, workflows and customizations, UI design, data exports, and system updates
- Led the requirements gathering and end-user training efforts, and heavily contributed to design, development, and systems integration tasks
- Implemented a database synchronization process that reconciled ten million rows of data, reducing data anomalies and providing a clean data-set for future analysis and reporting

TSA Rapid Application Development (RAD)   *Jul 2010 – Oct 2011*
- Maintained and upgraded a portfolio of over 30 web applications/services for the TSA using Agile development techniques
- Delivered full-SDLC support to business requirements, process modeling, system design, development, testing, end-user training, and deployment activities
- Deployed and maintained development, test, and integration-test environments using Windows Server, SQL Server, Internet Information Services, and SharePoint

University of Virginia Technology Analyst Recruiting Team   *Aug 2010 – May 2014*
- Led a team of 35 analysts and consultants to engage with professors and student groups, presented our expertise in classrooms, and recruited top talent to Deloitte at UVA
- During my tenure on the team, full-time application submissions tripled and we doubled the number of full-time offers extended to candidates

EDUCATION

University of Virginia, BS Systems Engineering & BA Economics (High Distinction)   **May 2010**
- *Thesis:* Created a risk-based assessment tool for the FAA to select airports for runway safety inspections
- *Relevant Coursework:* Linear Statistical Models (using R), Econometrics, Statistics, Probability, Discrete Math, Simulation, Computer Science, Finance, Game Theory and Competitive Strategy

SKILLS AND INTERESTS

- *Data/Statistical Analysis:* Tableau, R, Stata, Arena (simulation software), MS Excel
- *Technical Languages:* SQL, PHP, Java, .NET
- *Static Web Design:* HTML, CSS, JavaScript
- *Personal interests*: Sabermetrics (advanced baseball statistics), Volunteer Computer Instruction at the DC Public Library, investing, cooking, and traveling