

MICHAEL SOUSA

Software Developer & IT Professional

Portfolio • Github

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Orlando, Florida

EXPERIENCE

Loews • IT Help Desk • Orlando, FL

June 2023 - Dec 2024

- Hired to launch a new on-site location by installing and configuring hardware, achieving a 90%+ first-contact resolution rate.
- Managed IT infrastructure by setting up AD accounts, enforcing group policies, and troubleshooting cross-platform issues (Windows, macOS, Linux) for seamless operations.

Epic Theatres • Ocala, FL, Floor Manager

Nov 2019 - Sep 2022

- Led a theater launch that exceeded revenue targets by 25%, coordinating a team of 15 and streamlining operations to enhance customer experiences.
- Maintained & troubleshooted complex digital projection systems & audio equipment

EDUCATION

Western Governors University • Salt Lake City, UT

Cyber Security, MS

Jan 2025 - Present

- Relevant Coursework: Penetration Testing, Cloud Security, Secure Software Design

Florida State University • Tallahassee, FL

Computer Science, BA

Jan 2023 - May 2024

- Relevant Coursework: Data Structures & Algorithms, Object Oriented Programming, Software Engineering

PROJECTS

MacroFlow • Vite, React, Typescript

- Crafted a full-stack nutrition tracking app (Vite, React, Typescript) that supports 100+ daily users and slashes data retrieval time by 50% with real-time visualizations.

Nole Patrol • Django, Python

- Collaboratively developed a web application for FSU, enabling secure data breach searches for over 50,000 FSU emails. Implemented efficient database management & encrypted password protection. Designed a user-friendly interface with search functionality.

CERTIFICATES

- [Github Foundations Certificate](#)
- [Certified Data Engineer \(DataCamp\)](#)
- [Certified Python Programmer \(PCEP\)](#)
- [Certified Software Engineer \(HackerRank\)](#)
- [Certified SQL Developer \(HackerRank\)](#)
- [Certified React Frontend Developer \(HackerRank\)](#)
- [Certified JavaScript Developer \(HackerRank\)](#)

ACTIVITIES

ACM @ FSU

- Contributed to the committee responsible for crafting programming challenges for FSU's annual hackathon.
- Assisted in organizing & coordinating the annual hackathon at FSU, ensuring a seamless & engaging event.

SKILLS

- Shell Scripting & Penetration Testing
- Network Security & Troubleshooting
- Data Management & Version Control
- SEO Optimization & Performance
- Technical Documentation

LANGUAGES

PROGRAMMING

- Python, C++, SQL, JavaScript, Typescript, React, NodeJS, Git

SPOKEN

- English, Spanish