

Michael A Birdsong

Phone: (404)-918-9065

Email: Mikebird2414@yahoo.com

LinkedIn: <https://www.linkedin.com/in/michaelbirdsongjr>

Github: <https://github.com/mikebird2414>

Bitbucket: <https://bitbucket.org/mab12b/>

Portfolio: <http://michaelbirdsongjr.weebly.com>

Objective:

To obtain an Information Technology developer position that specifically highlights Front/Back End Web Developer, SQL Developer, Software Engineer and Java Developer.

Skills:

- MySQL
- Database Design
- Android Studio
- jQuery
- API (Postman)
- HTML
- JavaScript
- Remote Repos (Git)
- MongoDB
- Node.js
- CSS
- Bootstrap

Projects:

Well Being:

<https://github.com/mikebird2414/Well-Being>

- Created site for mental health stability using Html, CSS, and JavaScript.
- Stored data using local storage.

Mobile Application:

<https://bitbucket.org/mab12b/lis4381as/src/3674be44e4152542e347ca0be9aab870defe9478/p1/READEME.md>

- Create a mobile application portfolio/business card.
- Created business card using Android Studio application.
- Language: java

SQL Server Project (Create, Read, Update, Delete):

<https://bitbucket.org/mab12b/4368p2/src/master/>

- Create site where users can enter and update their personal information from the front end of the website.
- The information entered from the website is then updated to the backend server for storage.
- Database: MySQL

Education:

Florida State University – Tallahassee, Florida

Bachelor of Science: Information Technology, August 2016

Georgia Tech – Atlanta, Georgia

Georgia Tech Coding Bootcamp (Full Stack Flex)

Work Experience/Internship:

American University of Integrative Sciences

November 2017 – January 2018: **Web Application Developer Intern**

Responsibilities: Find and correct errors inside new CARL 2 website, which assist students and teachers to view and grade work. Utilize Google polymer a JavaScript library to build and update websites using web components. Move data in MySQL from old tables to new tables.

- Applied SQL queries to update, delete, and create new tables
- Copy table schema without data in table into new schema
- Use HTML, CSS, PHP, JavaScript, AJAX, and paper elements to implement the design of a site
- Installed software for PC and Mac computers
- Exercise Linux/Unix commands

Medxoom, Inc.

June 2021 – Present: **Cloud Platform Support Engineer**

Responsibilities: Provide technical support by trouble shooting internal and external reported issues. Maintain code that builds and manages the infrastructure. Monitor alerts within cloud platform systems health.

- Manage, research, and trouble shoot technical support issues reported by internal and external partners from Zendesk and Azure DevOps
- Monitor and report on cloud platform health
- Implement Grafana-like platform dashboards
- Maintain and build upon our Terraform Infrastructure-as-Code code base
- Participate in cloud architecture discussions and ensure best practices are followed for cloud resources

Livevox, Inc.

July 2018 – June 2021: **Tier 1 Support/Customer Support Representative 2/Team Lead**

Responsibilities: Provide customer support by phone call and/or email from reported system break/sound quality issues. Collect information to add to support tickets in Salesforce. Assist and resolve reported issues from the customer. Conduct research by troubleshooting and log

pulling to provide accurate information for escalation resources if necessary. Update customer and case with latest information gathered from research.

- Reply to emails/phone calls from customers that are searching for support regarding issues concerning the system.
- Gather information from customer to enter into support ticket using Salesforce.
- Research, Troubleshoot, and Learn repeated issues and how to resolve them by searching similar cases or escalating to engineers
- Learn Livevox system software and new updates that are adjusted with each system update.
- Work with Account Managers by Skype or within the office to help resolve customer reported issues.
- Document case with the most up to date details, also inform the customer the status of the case in hand by call or email.
- Obtained and read Media Server (MSL), Automatic Call Distribution (ACD), F12 and Session Initiation Protocol (SIP) logs.

Madison, Kneppers, & Associates, Inc.

February 2018 – May 2018: **IT Helpdesk/Tech Support**

Responsibilities: Computer and Mobile device management, including: deployment and troubleshooting. Provided key user support to clients and resolve issues relation to company-support computer applications and platforms. Support included answering question troubleshooting problems, teaching or instructing customers regarding software or hardware functionality.

- Administering help desk software
- Resolving Level 1 support calls
- Escalating any issues requiring urgent attention
- Preparing activity reports
- Informing the IT team of recurring problems
- Staying up to date with the latest system information, changes, and updates
- Technical support experience with Microsoft Windows 7/10 and Microsoft Office.
- Used Linux Skills on the job
- Ability to communicate with customers.

Education Related Experience:

- MySQL Database Project
 - Create SQL statements to extract data from database
 - Push database to Git repository
- Web Development
 - JSP/Servlets web application using the MVC framework and proved (CRUD) functionality
 - Utilized apache tomcat

Student classroom Project: 01/2016 – 08/2016

- Led College of Communication Activity Group
 - Led class to come together working toward a common goal.
 - Improve leadership ability
- CODE Club member: Spring 2016
 - Part of the CODE Club to further my coding ability in python.