

Michael James Jr.

SOFTWARE ENGINEER

OBJECTIVE

To obtain a Software Engineer position where my problem-solving skills, adaptability, creativity, and experience can be utilized to contribute to company goals. Extensive experience working in fast paced environments, with hard deadline dates.

EXPERIENCE

APPLICATION SUPPORT SPECIALIST (POWERSCHOOL)

West Haven Connecticut Board of Education
Oct 2022 - Current

Plans and executes advanced database functions as required/related to systems operations while using Oracle. Leads the research, analysis, requirements, design, testing and implementation of new PowerSchool-related features, customizations, and add-on modules. Maintains appropriate system documentation on procedures and configurations. Create Plugins by writing PowerQueries for sending autosend reports of student or staff data.

TECHNICAL SUPPORT ANALYST

Capgemini - Subway Corporate Office
May 2021- Oct 2022

Provided global technical support for thousands of locations and supporting staff for point-of-sale's hardware and software, digital ordering platforms and in-restaurant technology. Performed hardware swaps and desktop reimages. Performed network troubleshooting for POS devices. Collaborate with numerous level team members to respond to emergency ongoing issues.

DAIRY/FROZEN FOOD ASSISTANT MANAGER

Big Y Foods Inc.
Oct 2010 – May 2021

Performed management duties to include supervision, development, and training. Used computer assisted order guide to track sales data to improve daily ordering duties.

CONTACT

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CERTIFICATIONS

IBM GitHub Certificate
IBM Python Certificate
IBM Web Development Certificate
Cloud Computing Certificate

EDUCATION

Southern Connecticut State University, Computer Science
Major, 2019
Gateway Community College
Associates, Computer Engineering,
2017

SKILLS

API's
Python
Java
JavaScript
React
Github
Figma
Relational Databases
SQL
HTML
JSON