Mike Black

Software Developer

(407) 641-2528
mike@mikepblack.com
mikepblack.com
linkedin.com/in/mblack101/

Objective

As a software developer, I want to be a part of a team that makes great tools that have engaging designs, so that I can continue to learn how to apply the technology that helps people interact and get things done.

Experience

Principal Knowledge Engineer
Veritas Technologies, Heathrow, FL
(October 2015 - Present)

- Developed custom applications and scripts that streamlined business processes and reduced the need for repetitive manual data entry. These programs analyzed Salesforce articles to automatically identify common problems and prepared them for migration.
- Wrote user stories that described business requirements and defined the acceptance criteria for enhancements to our website, search engines, and Knowledge Management (KM) system.
- Authored, edited, and curated technical articles for our knowledgebase and our technical support site.
- Provided coaching and training for KM processes to our engineers.

Principal Technical Support Engineer
Symantec, Heathrow, FL
(July 2005 - October 2015)

- Provided technical support for Veritas enterprise software.
- Recovered from outages and presented root-cause analyses (RCAs) to customers.
- Configured disks, volumes, snapshots, backups, and high availability clusters, across multiple operating systems and environments.

Skills

C, C++, C#, Java, JavaScript, jQuery, HTML, CSS, Git, Python, SQL, Salesforce Apex, Visualforce, Knowledge Management, Technical Writing, Troubleshooting, High Availability (HA) Clusters, Unix, Linux, macOS, Veritas InfoScale & Storage Foundation, Veritas Backup Exec, Adobe InDesign, Adobe Photoshop, Avid Pro Tools

Education

MA, Mass Communication
University of Florida (2017 - current student)
Concentration in Web Design and Online Communication

BA, Computer Science
Florida State University (2011 - 2015)
Honors: Phi Beta Kappa, *cum laude*

Certifications

- KCS (Knowledge Centered Service) v6 Fundamentals (KCS, March 2018)
- InfoScale Availability 7.3 for Unix/Linux (Veritas, February 2018)
- Certified Knowledge Manager (KM Institute, August 2016)
- JavaScript (Code School, June 2016)
- Python (Code School, February 2016)
- MCTS: Windows Server 2008 Network Infrastructure (Microsoft, March 2011)
- CompTIA A+, Network