Mike Black

Software Engineer

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Objective

I want to be a part of a team that develops and supports great software with engaging designs.

Skills

C, C++, Java, JavaFX, C#, JavaScript, HTML, CSS, TypeScript, jQuery, Responsive Web Design, Adobe Photoshop, Git, Python, Swift, SQL, Atlassian Jira, Confluence, Salesforce Apex, Visualforce, Knowledge Management (KM), Technical Writing, Troubleshooting, High Availability (HA) Clusters, Unix, Linux, macOS, Windows Server, Veritas InfoScale & Storage Foundation, Veritas Backup Exec

Experience

Graduate Student

University of Florida (January 2017 – present)

- Developed a JavaFX application that allows the creation, modification, and retrieval of technical articles by exchanging SOAP requests with a JAX-WS web application using MySQL.
- Built an ASP.NET Core MVC web app on Ubuntu that uses a SQLite database.
- Designed several responsive, mobile-first, websites with HTML, JavaScript, and CSS.
- Used C# and JavaFX to build a readability checker that scans text with regex and gives an analysis.
- Created a console game with Java using OOD/OOP concepts, such as abstract classes, interfaces, inheritance, composition, and polymorphism, to generate character objects.
- Made a Salesforce Apex and Visualforce app that manages a custom object with DML queries.
- Used Swift and Cocoa to develop a MacOS game.

Veritas Technologies (formerly Symantec Corporation), Heathrow, Florida

Principal Knowledge Engineer (October 1st, 2015 – April 30th, 2018)

- Authored and maintained web pages and technical articles for our support website with Adobe Experience Manager (AEM), Salesforce, and Oracle Service Cloud.
- Acted as the Agile Product Owner, writing user stories that detailed business requirements and acceptance criteria for our website, search engine, and Knowledge Management (KM) system.
- Participated in regular user acceptance testing (UAT) and post-production validation (PPV).
- Trained and solicited feedback from engineers and management about updates to the KM system.
- Created JavaScript "lookup" tools for our intranet website that allows engineers to quickly find metadata about the products they supported.
- Used Salesforce Apex and Visualforce to develop a Salesforce app that performed a readability analysis of technical articles that were written by our engineers.
- Wrote a Python script that cleaned article formatting before migration from Salesforce to Oracle.

Principal Technical Support Engineer (October 1st, 2013 – September 30th, 2015)

- Provided technical support for Veritas InfoScale for Unix, Linux, and Windows.
- Delivered timely, and credible, root-cause analyses (RCAs).
- Configured replicated volumes for global clusters.
- Wrote, edited, and published hundreds of technical articles for the support knowledgebase, including many of the most commonly used articles.
- Maintained the external support web pages for the Information Availability product group.

Senior Technical Support Engineer (July 1st, 2008 – September 30th, 2013)

- Trained and assisted new engineers as they learned the Storage Foundation product suite.
- Maintained an IIS intranet website for our organization to post statistics and updates.
- Created a log analysis tool with Visual Basic that scanned a large application log for common errors and generated an easy-to-read report with a summary.
- Created and maintained VMware virtual machines for reproducing issues and testing.
- Recovered volumes by examining the partition table, boot sector, and private region.
- Created and managed volume snapshots for off-host testing and processing.

Technical Support Engineer (July 1st, 2005 – June 30th, 2008)

- Provided technical support for Veritas Cluster Server, Volume Manager, and Volume Replicator.
- Quickly restored production in the event of an outage.
- Configured disks, volumes, High Availability clusters, RAID sets, and dynamic disk groups.

Associate Technical Support Engineer (June 26th, 2000 – June 30th, 2005)

- Provided technical support for Veritas Backup Exec.
- Configured backup rotations, hardware, tape drives, robotic libraries, storage-area networks (SANs), clusters, SCSI chains and a variety of network-attached storage (NAS) devices.
- Backed up and recovered Windows, Microsoft Exchange, Microsoft SQL Server, and Oracle, as well as the backup and recovery of their respective databases.

Education

MA, Mass Communication
University of Florida (2017 - present)
Concentration in Web Design and Online Communication
Honors: Phi Kappa Phi

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)
- Taxonomy Design (KM Institute, November 2016)
- MCTS: Windows Server 2008 Network Infrastructure (Microsoft, March 2011)
- CompTIA A+, Network+

Publications

Backup Exec 9 For Windows Servers
Mike Black, Daniel Castillo
Published in 2004 by Jones & Bartlett Learning (formerly Wordware Publishing, Inc.)

"Backup Exec 9 For Window Servers" introduces Backup Exec, the best-selling Windows backup software. This book guides the reader through managing backups and disaster recoveries, while keeping its focus on practical information.

ISBN: 978-1556220890

Links

- Some of my recent projects: www.mikepblack.com/projects.html
- GitHub: www.github.com/mikeuf
- LinkedIn: www.linkedin.com/in/mblack101/
- Most recent copy of this résumé: www.mikepblack.com/resume.html