

Objective

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

Experience

Current Student

University of Florida
(January 2017 - present)

- Developed a readability checker that scans text using regex and performs a Flesch-Kincaid analysis, using C# and Java.
- Created a console-based game with Java using common OOD concepts, such as abstract classes, interfaces, inheritance, composition, and polymorphism, to generate character objects.
- Used Salesforce Apex and Visualforce to build a "space combat" game where fleets of ships are managed with DML queries on a custom object.
- Used Swift and Cocoa to develop a MacOS game.

Principal Knowledge Engineer

Veritas Technologies, Heathrow, FL
(October 2015 - May 2018)

- Authored, edited, and curated technical articles and web pages with Adobe Experience Manager.
- Wrote user stories describing business requirements and acceptance criteria for our website, search engine, and KM system.
- Participated in user acceptance testing (UAT) and post-production validation (PPV).
- Developed a Python script that analyzed KM articles from JSON files to identify and fix formatting and authoring problems.

Principal Technical Support Engineer

Symantec, Heathrow, FL
(July 2005 - October 2015)

- Provided technical support for Veritas 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++, Java, C#, JavaScript, jQuery, HTML, CSS, Git, Python, Swift, Scheme, SQL, 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

Education

MA, Mass Communication

University of Florida (2017 - current student)
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)
- Python (Code School, February 2016)
- MCTS: Windows Server 2008 Network Infrastructure (Microsoft, March 2011)
- CompTIA A+, Network+

Note: The most recent copy of my résumé is always available here:

<https://www.mikepblack.com/resume.html>