**Mike Black**Software Engineer

(407) 641-2528  
[mike@mikepblack.com](mailto:mike@mikepblack.com)

**Objective**

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

**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

**Experience**

**Graduate Student**

*University of Florida (January 2017 – present)*

* Built an ASP.NET Core MVC web app on Ubuntu that demonstrates sorting algorithms.
* Used C# and Java 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.
* Used Salesforce Apex and Visualforce to build an app where fleets of ships are managed with DML queries on a custom object.
* 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, edited, and curated technical articles and web pages with Salesforce, Oracle Service Cloud, and Adobe Experience Manager (AEM).
* Represented our group as an 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.
* Used 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 quickly scrubbed article formatting and authoring problems prior to migration from Salesforce to Oracle. This saved the organization from hiring a team of temporary workers to edit thousands of articles manually.

*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).
* Created and managed volume snapshots for off-host testing and processing.
* 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.
* Created and maintained VMware virtual machines for reproducing issues and testing.
* Recovered volumes by examining the partition table, boot sector, and private region.

*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 and managed 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)
* JavaScript (Pluralsight, June 2016)
* Python (Pluralsight, Feb 2016)
* MCTS: Windows Server 2008 Network Infrastructure (Microsoft, March 2011)
* CompTIA A+
* CompTIA 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](http://www.mikepblack.com/projects.html)
* GitHub:  
  [www.github.com/mikeuf](http://www.github.com/mikeuf)
* LinkedIn:  
  [www.linkedin.com/in/mblack101/](http://www.linkedin.com/in/mblack101/)
* Most recent copy of this résumé:  
  [www.mikepblack.com/resume.html](http://www.mikepblack.com/resume.html)