

# Michael Makhool

248-421-6290 | [mmakhool6@gmail.com](mailto:mmakhool6@gmail.com) | [linkedin.com/in/mickmakhool/](https://www.linkedin.com/in/mickmakhool/) | [github.com/mmakhool/portfolio](https://github.com/mmakhool/portfolio)

## EXPERIENCE

---

### Software Engineer

Nov 2019 – Present

*Rocket Mortgage*

*Detroit, MI*

- Design, develop or modify software by using various programming languages depending on the need of the product
- Modify existing software to fix errors, improve the overall quality and functionality or update integrations with other software
- Analyze user needs to determine how software should be built or if existing software should be modified
- Develop and/or perform software automated testing procedures, solutions and frameworks to ensure software functions as needed
- Translate business requirements and specifications into usable and scalable software
- Process and understand capabilities and limitations of data outputs from the software
- Participate in design and code reviews

### Business Support Analyst

Nov. 2017 – Nov. 2019

*Quicken Loans*

*Detroit, MI*

- Collaborate with stakeholders, including business users, managers, and IT teams, to understand and gather business requirements, objectives, and goals
- Conduct in-depth analysis of current business processes, systems, and data to identify areas for improvement and optimization
- Document detailed business requirements, functional specifications, and use cases to facilitate the design and development of effective solutions
- Support end-users during the testing and implementation phases, providing training and guidance as needed
- Continuously monitor and analyze key performance indicators (KPIs) to identify trends, patterns, and opportunities for process improvement
- Perform thorough testing of applications to validate functionality and ensure they meet business requirements

## PROJECTS

---

### Support Toolbox | *TypeScript, Angular, AWS (S3, SQS, Lambda), Progress ABL, Git*

2023

- Developed a full-stack application to support Tier 1 support tickets, reducing the load on Tier 2 and Tier 3 teams by creating tools to manage ticket intake at Tier 1 level
- Adapted and learned new processes, including Terraform, Circle configs, bearer token authorization, and API connectors, to create the Toolbox UI and Backend for Frontend
- Acquired proficiency in Angular, NodeJS, and TypeScript to align with the syntax of the existing Admin Shell
- Led the development of the backend service and controller for a tool resolving cross-platform mismatch errors
- Overcame challenges in SQS Queue Services development by conducting extensive research through online sources and AWS documentation, as there were limited in-house repositories utilizing SQS

### Login Metrics | *Progress ABL, Amazon S3, CircleCI, Git*

2022 – 2023

- Led the development of a Tidal Job program to streamline the acquisition of login data, ensuring user-licensing compliance across all environments
- Leveraged an existing SOC Audit codetable/driver to contain the report executed by the Tidal Job, optimizing report generation and data retrieval processes
- Enabled ad hoc execution of the program with customized date ranges for maximum flexibility and accuracy

## TECHNICAL SKILLS

---

**Languages:** JavaScript, Typescript, Progress ABL, Go, Python, HTML/CSS

**Frameworks:** Node.js, Nest.js, Svelte, Angular, AngularJS

**Developer Tools:** Git, Docker, CircleCI, AWS (S3, SQS, Lambda), VS Code, HAL, PDSOE