

Michael Phanthalath

Dallas, TX | 330-786-7498 | mphanthalath@gmail.com | [LinkedIn](#) | [Portfolio](#) | [Github](#)

Software Engineer with 3 years of experience in application support, currently pursuing a BS in Cloud Computing at WGU with a focus on AWS. Proven expertise in maintaining critical financial applications, managing security certificates, and utilizing mainframe technologies for batch job execution. Strong background in incident management, system administration, and cross-functional collaboration. Graduated from Tech Elevator and a US Army veteran, bringing teamwork, problem-solving, and leadership skills to drive innovation in cloud computing and IT solutions.

Professional Experience

KeyBank - Associate Software Engineer - Brooklyn, OH | 06/2021 - Present

- Coordinate testing and support for software upgrades, releases, and certificate updates across multiple lines of business and vendor applications, ensuring smooth integration and minimizing downtime.
- Collaborate with support teams to provide technical support for released application software, utilizing advanced troubleshooting skills to resolve complex issues and minimize operational impact.
- Provided prompt off-hours on-call support for critical software incidents, utilizing problem-solving and communication skills to coordinate with cross-functional support teams and resolve issues such as automation jobs failures and missing file transmissions, minimizing downtime and ensuring smooth application operations.

SkyeBrowse - Azure Cloud Engineer Apprentice - Dallas, TX | 10/2024 - 11/2024

- Lead the setup of Azure Virtual Machines (VMs) for SkyeBrowse expanding its infrastructure beyond AWS to leverage cost-effective solutions and scale for increased demand.
- Assisted in the hybrid cloud strategy, optimizing workloads between AWS and Azure to maximize performance and reduce costs.
- Successfully secured \$25K in credits through the Azure Startup Program to support the expansion of cloud infrastructure for SkyeBrowse.

Certifications

AWS Certified Cloud Practitioner - Issued November 2022

CompTia A+ - Issued September 2024

CompTia Network+ - Issued October 2024

CompTia Security+ - Issued November 2024

Google IT Automation with Python - Expected completion February 2025

Technical Skills

Programming: Python, Java

Web application development: HTML, CSS, JavaScript, Vue.js, APIs using Spring Boot, Tomcat

Database programming: Spring JDBC/DAO, Table Design, SQL, PostgreSQL, E/R diagrams

Development tools and techniques: Agile, Unit Testing(JUnit), Integration Testing, Command-Line navigation, Git, Eclipse, dbVisualizer, Postman, Visual Studio Code, SourceTree

Education

Western Governors University | Salt Lake City, UT | August 2024 - Present

Pursuing a Bachelor of Science in Cloud Computing (AWS) at Western Governors University.

Tech Elevator Coding Bootcamp | Cleveland, OH | January 2021 - April 2021

Graduated from a 14-week Java coding bootcamp learning how to develop dynamic web-based software systems using the Java programming language and platform.

Icon Collective School of Music - Los Angeles, CA | 2019 - 2020

University of Texas at Arlington - Arlington, TX | 2018 - 2018

Earned credits towards CS degree