

Michael Phanthalath

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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.

Certifications

AWS Certified Cloud Practitioner - Issued November 2022

Comptia A+ - Issued August 2024

Technical Skills

Object-Oriented Programming: 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

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 and effective off-hours on-call support for critical software incidents, utilizing strong 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.

US ARMY - Air Defense Early Warning Operator - Killeen, TX | 08/2014 - 02/2018

- Provided expert guidance and training on air defense operations to four subordinate companies as part of Operation Spartan Shield while attached to Headquarters Brigade in Kuwait, improving overall readiness and mission effectiveness.
- Successfully operated and maintained air defense equipment worth over \$1,000,000, achieving 0 loss over 9 months through effective preventive maintenance and regular equipment inspections.
- Successfully trained two air defense teams of 4-5 personnel to achieve battle readiness status.

Projects

GCP Cloud Resume Project - Implemented a dynamic resume website deployed on Google Cloud Platform (GCP) utilizing HTML, CSS, and Javascript. Integrated visitor counter functionality with data managed in Google Cloud Firestore. Developed a serverless API with Google Cloud Functions and Python. Implemented HTTPS security, custom DNS configuration, and CI/CD pipelines for both frontend and backend using GitHub and Cloud Build.