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Michael McKenzieA long, thin rectangle to divide sections of the document

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# SKILLS

FRONT-END: HTML/CSS | Javascript | React-Redux | Semantic UI

BACK-END: Express | Node.JS | Python

DEV-OPS: Github | Heroku | Agile | MLab | Postman

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# EXPERIENCE

## Kenzie Academy *— Software Engineer*

July 2018 - PRESENT

* Created front-end focused projects using React-Redux with MongoDB, an AWS bucket for photo storage, with an Express backend
* Applied CSS flexbox model to design desktop and mobile friendly applications
* Experience in object-oriented programming; developing, testing and debugging code; designing interfaces; and building efficient algorithmic business solutions
* Package management: PIP, homebrew, NPM
* Capstone project, QA tester: created tickets breaking down tasks into manageable assignments, weekly sprints, and hosted daily standup meetings employing the Agile Product Development Process to meet deadlines
* Developed test harness frameworks and used performance profiling tools to monitor program efficiency under varying conditions

## Apple Inc. (Powered by Kelly Services) *Technical Support Advisor*

Nov 2018 - Present

* Diagnosing and solving technical questions through a series of troubleshooting activities while adapting to the customer’s level of technical understanding.
* Handling a high volume of calls, completing tasks on-time, while consistently providing quality resolutions

# EDUCATION

## Indiana University *— Bachelors of Science in Public Affairs*

Dec 2016

School of Public and Environmental Affairs

* Major: Environmental Management
* Minor: Information Systems