

Mikal J. Bright

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HIGH IMPACT- IT & SOFTWARE DEVELOPMENT ENGINEER

SOFTWARE DEVELOPMENT | TECHNICAL SUPPORT | QUALITY & PROCESS IMPROVEMENT | PROJECT DEVELOPMENT

Highly technical service-driven professional with more than 7 years diverse experience in managing system processes, technical systems and structures, office procedures, planning, cost control, policy implementation, and report generation. Demonstrated expertise on matters that include process management, system analysis, technical support, client engagement, project management, and succession planning.

PROFESSIONAL EXPERIENCE

IT Helpdesk Engineer (contract)- Agile Resources

April 2018 – July 2018

Provides direct support and maintenance to all employees of the company. Takes charge and resolves multiple issues including analyzing requirements, hardware installation and configuring and software solutions. Acts as liaison in addressing administration and internal support of the company and client's PCs, printers, servers, phones, software and related equipment in compliance with company standards.

- **Maximizes end user's satisfaction by identifying and resolving problems; monitors and responds quickly and effectively to requests received through IT software.**
- **Utilizes strong analytical and problem-solving skills to assist employees with complex technological issues.**
- **SharePoint and CRM Administration**

IT Helpdesk/ Jr. System Administrator- First Investors Financial Services

October 2015 – April 2018

Provides direct support and maintenance on behalf of company's client base. Spearheads multiple issues including analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT helpdesk priorities. Acts as liaison in addressing administration and internal support of the company and client's PCs, printers, servers, company phones and related equipment in compliance with company standards.

- **Serves as a technical expert in modifying configurations, utilities, software default settings, and troubleshooting Local Area Networks (LAN), Wide Area Networks (WAN), VPN, and other systems.**
- **Active Directory, Exchange, Symantec Encryption, SharePoint Administration.**
- **HP Thin Client Management.**
- **Maximizes end user's satisfaction by identifying and resolving problems; monitors and responds quickly and effectively to requests received through IT.**
- **Utilizes strong analytical and problem-solving skills to assist in requirement gathering and process documentation functions.**
- **Assist and assign new users to proper groups in Active Directory and delete old users and groups as needed.**

The 27ners- Full Stack Flex Web Developer

August 2017 – February 2018

Completed Projects working with a team of three people while attending the coding bootcamp. We built our Taskie website which is a task-based app. We Also built a Patient/ Client portal for users as well as Doctors to input their clients and keep track of payments. Our first website we built is a dinner picker website which uses the Emotion API and your front facing camera to study your emotions when choosing your next place to eat.

- **Computer Science applied to JavaScript**
- **Databases (MySQL, MongoDB, Oracle)**
- **Server-Side Development (Node.js, Express, MERN Stack)**
- **Browser Based Technologies (HTML5, CSS, JavaScript, jQuery, Bootstrap)**
- **Deployment (Heroku, Git)**
- **C# (ASP.Net)**
- **Bookshelf.js**
- **Quality Assurance (Writing Tests)**
- **Internet Marketing (Semantic HTML) 4043357281**

Procurri- Junior Intel/ System Engineer

December 2014 - October 2015

Serves as the catalyst for installing, and supporting hardware, software, and network functionality for Apple, HP, Dell, IBM x-Series equipment. We received, diagnosed, upgraded, and shipped Apple equipment as well. Had to replace the Monitor and hard drive in

a few iMacs as well as replaced Ram and Hard drives in iMac laptops and replaced the battery and screens in iPhone and iPad. We Analyzed, diagnosed and resolved software, hardware and network connectivity issues. Maintained technology inventory at designated location. Troubleshoot advanced hardware and software problems utilizing a working knowledge of operating systems/computers in addition to a variety of hardware and software equipment.

- ***Trained users in new hardware and software applications; handled advance technical support issues for end user's requests.***
- ***Provides technical support for the implementation of operational projects and system processes; managed active directory for multiple clients, creating and deleting users and groups.***
- ***Performed backups and hardware and software installations for various systems in the supported departments.***

OnePath Systems, Inc.- Server/ System Engineer

November 2013 – December 2014

Facilitator for installing, and supporting hardware, software, and network functionality for HP, Dell, IBM x-Series equipment. Responsible for overseeing and spearheading support and operational activities of several service environments in replacing data backup issues to new Windows 2008 Server from old Windows XP Server. Troubleshoot advanced hardware and software problems utilizing a working knowledge of operating systems/computers in addition to a variety of hardware and software equipment. Responsible for overseeing and spearheading support and operational activities of several service environments in replacing data backup issues to new Windows 2008 Server from old Windows XP Server. Testing Rams, Hard Drives, video cards, decoder and encoder cards, motherboards, system fans, custom Power supplies, and video and audio output. UL Upgrades; insuring the unit is properly grounded. Troubleshoot touch panel, connection and keypad issues, multifunctioning printers, desktop computers, tablets, and high capacity scanners. Collaborated extensively with various internal and external operational processes to ensure the proper delivery and top operational performance. Provision, test, and ship IRDs for both The TV Guide and The Weather channel.

- ***Performed backups and hardware and software installations for various systems in the supported departments.***
- ***Performs holistic troubleshooting for escalated application issues; isolates diagnose and resolves application related user issues***

Insight Global at Hewlett Packard- Project Lead Engineer

February 2013 – February 2015

Responsible for overseeing and spearheading support and operational activities of several service environments in replacing data backup issues to new Windows 2008 Server from old Windows XP Server. Troubleshoot touch panel, connection and keypad issues, multifunctioning printers, desktop computers, iPads and Tablets, and high capacity scanners. Collaborated extensively with various internal and external operational processes to ensure the proper delivery and top operational performance.

- ***Engaged in in-depth research to explore the best practices and methodologies for managing multiple IT processes to meet enterprise management initiatives.***
- ***Bridged gaps between business risks and technical issues to reach optimum performance; proactively explored IT industry standards and develop governance skills relating to creating and maintaining corporate information systems policy.***
- ***Addressed concepts, principles, structures and standards used to design, monitor and secure operating systems, equipment, networks, databases, applications and controls that enforce various levels of availability, integrity and confidentiality.***
- ***Installed iPads as well as Android Tablets for lobby uses and customer interaction.***

Adecco at Google-Engineer Operations Assistant

October 2012 – November 2012

Performs routine systems analysis and development. Analyzes information, secured computers with network cards and determines feasible solutions and makes recommendations. Assists in installing, swapping out hard drives, RAM, power supplies and motherboards to determine data and systems requirements to develop technical and functional specifications.

- ***Performs holistic troubleshooting for escalated application issues; isolates diagnose and resolves application related user issues.***
- ***Partners and communicates effectively with all stakeholders on escalated application issues; created and sent out reports for departments in credit union, using Symitar's programming language.***

ADVANCED TECHNICAL PROFICIENCIES

- ***Complete understanding of HTML, CSS, and JavaScript***
- ***Outstanding experience in troubleshooting HTML, CSS, and JavaScript***
- ***Working knowledge of Node.js, Heroku, NPM, MySQL, and Data Grip***
- ***Outstanding experience in information technology***
- ***Outstanding Leadership skills and experience***
- ***Advanced Working Knowledge of Windows Server and Desktop Operating Systems***
- ***Advanced Knowledge of all Windows platforms (Windows XP – Current)***
- ***Advanced Working Knowledge of Networking, IP addressing, Web Browsers***
- ***Server Build, configuration and Diagnose***

- **Superb interaction with corporate personnel, outside clients, and other employees**

EDUCATIONAL QUALIFICATION

Central Georgia Technical College

August 2017 – Present

Computer Programming

Georgia Tech Coding Boot Camp

August 2017 –February 2018

Full Stack Flex Web Developer

CORE COMPETENCIES

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|------------------------------------------------|---------------------------------------------|-----------------------------------------|
| • <i>Technical Support Analysis</i> | • <i>Project Management</i> | • <i>Process Management</i> |
| • <i>Database Management</i> | • <i>Performance Management</i> | • <i>CompTIA A+</i> |
| • <i>System Analysis</i> | • <i>Alternative Dispute Resolution</i> | • <i>Hardware and Software Analysis</i> |
| • <i>Short & Long-Term Strategy Design</i> | • <i>Budget Planning & Cost Control</i> | • <i>System Recovery</i> |
| • <i>Change Management</i> | • <i>Customer Service</i> | • <i>Conflict Resolution</i> |
| • <i>Policy Implementation</i> | • <i>Computer Imaging</i> | • <i>Microsoft Office 365</i> |
| • <i>Full Stack Flex Web Developer</i> | • <i>SharePoint Administration</i> | • <i>Windows Server 2008 R2 to 2016</i> |
| • <i>CRM/ TEAMS Administration</i> | • <i>HTML, CSS3, JavaScript</i> | • <i>MongoDB, MySQL, Oracle</i> |
| • <i>QA Code Testing</i> | • <i>Deployment with Git and Heroku</i> | • <i>Server-Side Development</i> |
| • <i>System Administration</i> | • <i>Internet Marketing</i> | • <i>C# (ASP.NET)</i> |
| • <i>System Engineer</i> | • <i>Project 2016</i> | • <i>Hyper V</i> |

KEY ACCOMPLISHMENT & LEADERSHIP EXCELLENCE

- **Developed & implemented recruitment strategy:** Provided leadership expertise in developing and implement strategy to hire the most desirable candidate for the organization to achieve the business goal of the organization.
- **Streamlined the process:** Led to restructure the process by implementing approval process which led to improve productivity and performance and reduced waste of time large extent.
- **Managed the compliance standard:** Maintained compliance with policy & procedures development, review and revision process to ensure the standardized operation.
- **Recognized for employee engagement & cultural development:** Led client engagement, drove client experience and organization culture to scale for a fast paced, massively growing technologically forward organization.