



# Michael Shattuck

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## SYSTEMS ANALYST – TECH SUPPORT EXPERTISE -WEB DEVELOPMENT

### CORE COMPETENCIES

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Enterprise Systems Troubleshooting • Technical Administration • Technical Documentation • UX/UI  
Content Management • QA • IIS • Directory Services • Database Design • CRM  
Project Management • Structured Query Language (SQL) Web Development • WordPress • e6 • CSS • HTML5  
Google Sheets/Docs • JavaScript • Adobe Creative Suite • Slack • jsNode • jQuery

### CODE PORTFOLIO

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#### RECEQUE RECIPIE SEARCH

<https://mshattuck.github.io/recipeproject/>

Searches for recipes hosted on different websites. It features a filter buttons for easy selection and filtering of results. Uses HTML, JQuery, JavaScript and CSS with the Edamam and icanhazdadjoke APIs.

#### JAVASCRIPT ONLINE QUIZ

<https://github.com/mshattuck/codequiz>

This application is a quiz with a countdown timer. The user's score is based on the amount of time left after all the questions have been answered. A wrong answer subtracts 15 seconds from the time remain and the score. Uses HTML, JavaScript and CSS.

#### DAILY PLANNER

<https://mshattuck.github.io/dailyplanner/>

This application is a day planner for the current day. The user can enter text for each hour designation and save the text use in the save button icon. Each hour is color coded, gray for past hours, red for the present hour, and green for future hours. Using local storage, the text will be saved when the page is refreshed. Uses HTML, JQuery, JavaScript and CSS.

### RELATED PROFESSIONAL EXPERIENCE

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#### SYSTEMS ANALYST – *Prometric*

2007 – 2011; Baltimore, MD

Provided continuous monitoring of application enterprise system, including CRM and ticketing systems. Analyzed programming, SQL, and payment processing issues to identify root cause and input solutions throughout development, quality assurance (QA), and release cycles. Wrote technology specifications and documentation for application system wiki.

Select Accomplishments:

- Developed internal Wiki documenting Prometric's Business Enterprise components, server maps, and process flows. Increased employee knowledge of company's process infrastructure and served as reference guide while boosting technical team's knowledge of internal processes.
- Supported team that maintained operation of around-the-clock systems at **99%+ up-time** per year.
- Initiated process of fixing corrupt operating system at test centers in India to ensure next-day operation to administer exams to 20,000 applicants within four-day period; mended center's terminals, saving hours of triage and escalating time and allowing prompt updates to the public.
- Determined source of bug in test delivery software that caused thousands of escalated incident reports during previous three years.
- Received promotion from System Monitor within first three months of employment as a result of advanced experience, troubleshooting expertise, outstanding customer service record, ability to take on larger roles, and improving technical team's working software knowledge.

#### **SENIOR TECHNICAL SUPPORT ENGINEER** – *Wolters Kluwer*

2004 – 2007; Boston, MA

Served as senior member of technical support team, resolving time-sensitive software issues for clients in-person or via telephone. Maintained SQL servers remotely.

##### Select Accomplishments:

- Recognized by CEO for providing excellent client service during company's highest call value month.
- Selected to serve as main point of contact for clients with more than \$1M in loans per year, including **Wells Fargo, Citigroup, Bank of America**, and other institutions.
- Served as main point of contact for issues with system used to ensure compliance of millions of bank/mortgage loans with state, federal guidelines; analyzed XML files to diagnose issues, escalated problems, and updated strategies to maintain **99% up-time**.
- Participated in company's largest deal to-date for biggest contract, completing more data processing than previously handled with the largest WAN. Set up and customized flagship product, completed compliance analysis for three million loans, and diagnosed/resolved all technical issues.

#### **CO-FOUNDER/WEBMASTER** – *Seltzer Literary Magazine*

2012 – 2016; Baltimore, MD

Utilized reactive design to create WordPress site featuring literary content. Oversaw website maintenance and input changes necessary to ensure continuous operation; utilized web patches, optimized site for mobile use, and remained updated regarding user-interface design trends. Led collaborative work and virtual meetings.

##### Select Accomplishments:

- Increased online audience for fiction, non-fiction, and poetry work, acquiring 1,000 views monthly by publishing work from local/international writers and artists.
- Utilized knowledge of WordPress software to upgrade site for reactive text use, leading to site optimization for mobile and SEO metrics.

## **EDUCATION AND CERTIFICATION**

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**MASTER OF ARTS IN WRITING** – *John Hopkins University*

Baltimore, MD

**BACHELOR OF ARTS IN ENGLISH** – *Boston University*

Boston, MA

**CERTIFICATE IN ENGLISH LANGUAGE TEACHING TO ADULTS** – *University of Cambridge: Teaching House*  
Washington, D.C.