MICHAEL SWANSON
SOFTWARE ENGINEER

michael@mswanson.me

LANGUAGES

JavaScript, Java, C++, Node.js, SQL, Python, HTML, CSS, Bash

EDUCATION

B.S. in Computer Science, 2021
Western Governors University

B.S. in Business Management, 2017
Western Governors University

EXPERIENCE

03/2018 – Present **Operations Analyst**, *Wauna Credit Union*

- Leveraged Python to automate departmental tasks including file conversion, CSV data manipulation and report generation which reduced labor hours by 80%.
- Increased department-wide productivity by coding and deploying custom application forms using HTML, CSS, JavaScript & jQuery that auto-fill calculations to improve data quality, mitigate risk of human error and increase success rate of audits.
- Developed a to-do list productivity app with HTML, CSS, JavaScript & jQuery utilizing localStorage.

09/2016 – 07/2017 **Support Engineer**, *A2 Hosting*

- Debugged and coded repairs rapidly in real-time using HTML, CSS, JavaScript, Node.js, jQuery, PHP, Ruby on Rails, Linux and MySQL on a daily basis.
- Increased problem-solving efficiency of support staff by 20% through developing, updating and maintaining documentation which saved troubleshooting manpower, increased response accuracy, reduced risk of mistakes due to miscommunication and empowered clients to self-service.

06/2015 – 09/2016 **Operations Lead**, *Uber*

- Designed onboarding strategy from the ground up and established best practices which reduced overall time to market by 25%.
- Refined partner recruitment process to ensure service continuity which reduced churn by 15%.
- Developed comprehensive trainings and managed a team of four with regional recognition for exceptional performance metrics.