

# Michael Aboff

Customer Oriented Software Developer & Senior Support Engineer

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## Professional Experience

### Senior Product Support Engineer - SevOne

Newark, DE

April 2020 - present – Senior Product Support Engineer

Sept 2018 - April 2020 – Product Support Engineer

- Reduced troubleshooting time from hours to minutes by developing scripts, using Javascript, PHP, and MySQL.
- Earned over 99% customer satisfaction rating by quickly diagnosing the issue, researching and implementing solutions, and providing thorough user education. Subject matter expert in NMS and Data Insight.
- Secured over \$4 million in sales by leading initiative to solve critical product, linux, and database defects, satisfying potential customers. Managed development and account teams to resolve technical issues in short timelines.
- Awarded Support Person of the Year (North America) FY 2021.

### Freelance Software Developer

Remote

April 2013 - present

- Designed and built a diverse set of websites, including product showcases, portfolios, and an HOA website.
- Developed and sold custom Minecraft hacks, written in Java, for over 20 repeat customers.
- Coached students on programming fundamentals, data structures, and algorithms in Python and Java.

### Consultant Agent / Supervisor - GeekSquad

Wilmington, DE

August 2015 - Sept 2018

- Led professional development for over 20 employees by conducting 1:1 meetings and customer service training.
- Earned MVP awards and completed invite-only leadership training courses.

## Technical Projects

### MonkeyScripts.org - Full-Stack User Script Hosting Site

PHP, Laravel, Javascript, React.js, MySQL, CSS, HTML, Rest API

- Implemented content discovery by developing a collaborative-filter recommendation system. Provides personalized content suggestions to users, differentiating it from the competition.
- Built an interactive tutorial by researching modern adult learning techniques to increase user engagement.
- Researched and developed as a web design Master's thesis, complemented by an 82-page analysis paper.

### BoffMVC - PHP Model-View-Controller Backend Framework

PHP, MySQL

- Designed and implemented all aspects of a backend website framework to facilitate fast site development.
- Streamlined request routing by dynamically parsing target location from URL, eliminating manually coded routes.
- Wrote a custom interface that manages database connection and queries to simplify data retrieval.

### HackForums Enhancement Suite - Popular Cross-Browser Extension

Javascript

- Identified need for new website features and implemented 22 in a single client-side browser extension.
- Gained over 5,000 active users by establishing the HFES product brand and an enthusiastic community.
- Earned over \$4,000 by designing and selling freemium cosmetic features such as publicly visible badges.

## Education

### Master of Science, Information Systems Technology (Web Design)

Wilmington, DE

Wilmington University, Sept 2018 - Dec 2020, GPA 3.8/4.0

### Post-Baccalaureate Coursework (Computer Science)

Newark, DE

University of Delaware, 2015 - 2016

### Full-Stack Web Development Bootcamp

San Francisco, CA

App Academy, 2014

### Bachelor of Art, Government

Lancaster, PA

Franklin & Marshall College, 2014

## Skills

**Languages:** PHP, Python3, Javascript, Java, MySQL, HTML5, CSS3

**Technologies/Tools:** Laravel, React.js, MVC frameworks, Git, Figma, Linux, Windows, Mac