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.
- Led efforts to secure $4 million in sales by coordinating sales and development teams to solve critical blocking product, linux, and database errors for multiple customers.
- Earned over 99% customer satisfaction rating by quickly clarifying the issue, researching and implementing solutions, and providing thorough user education.
- Subject matter expert for PHP, MySQL, Linux, networking, NMS, and Data Insight troubleshooting.

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