Michael Aboff

michael@aboff.com | 302-540-8036 | aboff.com | linkedin.com/in/mwaboff | github.com/mwaboff

EXPERIENCE

Software Engineer, Capital One   Jun 2021 – Present
- Owned the design and execution of a zero-downtime migration of the bank fraud case platform onto the Discover network, coordinating delivery across engineering, SRE, product, and external vendors over 6 months.
- Architected a full-scale redesign of a 7-year-old fraud case management system, introducing a configuration-driven action framework, a new case lifecycle model, and self-healing retry queues — now in active development by successor teams.
- Delivered $1M+ in annual savings and 30% higher model accuracy by leading migration from a third-party fraud vendor to Capital One's in-house detection model, implementing new Java/Spring Boot APIs and Kafka consumers.
- Diagnosed and resolved critical Camunda workflow bottlenecks at scale, restoring end-to-end processing throughput by 75% in production.
- Redesigned and automated multi-regional disaster recovery, building runbooks, alerts, and dashboards that cut recovery time 88% (to 15 minutes) and saved 100+ engineering hours per month.
- Served as a local subject-matter expert for AI-assisted development tools, enabling broader adoption through internal documentation, agent definitions, and team presentations that improved development velocity and consistency.

Senior Product Support Engineer, SevOne   Sep 2018 – May 2021
- Rescued $4M enterprise contract by coordinating cross-functional resolution of critical product defects across customers, engineering, and leadership.
- Earned 100% customer satisfaction and Support Person of the Year; cut troubleshooting time 80% by building automation scripts in Bash, JavaScript, and MySQL. Mentored junior engineers in databases, networking, and customer service.

Freelance Software Developer   Apr 2013 – May 2021
- Delivered 30+ client projects including websites, browser extensions, and automation scripts using Java, JavaScript, HTML, and CSS.
- Built developer tools and tutorials purchased by 400+ customers; taught programming fundamentals, data structures, and algorithms using Java and Python.

EDUCATION

Master of Science, Information Systems Technology   2020
Wilmington University

Bachelor of Arts, Government   2014
Franklin & Marshall College

SKILLS

Languages: Java, Python, JavaScript, TypeScript, Bash, HTML, CSS, SQL
Frameworks & Tools: Spring Boot, Angular, Camunda, Docker, CI/CD, REST APIs, Microservices
Databases & Cloud: MySQL, PostgreSQL, AWS (ECS, EC2, Lambda, RDS, SQS, CloudWatch), Kafka