

Michael Aboff

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Experience

Software Engineer, Capital One

Jun 2021 - Present

- Led team of 2 through integration of the bank fraud case platform with the Discover network, securing migration of all bank accounts and supporting 4M+ transactions per hour.
- Reduced escalations 60% by launching regular product/developer syncs, providing assessments in stakeholder planning meetings, and improving visibility into application performance and priorities.
- Achieved 75% faster processing, 30% higher accuracy, and \$1M+ annual savings by migrating fraud detection to an in-house model and optimizing Java and Python workflows.
- Directed team of 3 engineers to complete critical initiatives including major framework and MySQL upgrades, cross-team certificate rotations, and architecture redesign reviews.
- Saved 100+ engineering hours per month and cut average disaster recovery time 88% (down to 15 min) by building alerts, runbooks, dashboards, and automating the multi-regional failover processes.
- Tokenized millions of MySQL rows by engineering a zero-downtime strategy, strengthening data privacy and maintaining PCI compliance.

Senior Product Support Engineer, SevOne

Sept 2018 - May 2021

- Rescued \$4M enterprise contract by coordinating customers, developers, and leadership to resolve critical product defects.
- Earned 100% customer satisfaction rating and reduced troubleshooting time 80% by developing automation scripts in Bash, JavaScript, and MySQL; recognized as Support Person of the Year.
- Mentored junior engineers in databases, networking fundamentals, and customer service best practices.

Freelance Software Developer

Apr 2013 - May 2021

- Completed 30+ client projects, designing and developing websites, browser extensions, automation scripts, and game mods using Java, JavaScript, HTML, CSS, and Figma.
- Built tools, mods, and tutorials purchased by 400+ customers using Java, Python, and JavaScript.
- Taught programming fundamentals, data structures, and algorithms to students using Java and Python.

Education

Master of Science, Information Systems Technology – Web Design

Wilmington University, 2020

Bachelor of Arts, Government

Franklin & Marshall College, 2014

Skills

Languages: Java, Python, JavaScript, TypeScript, Bash, HTML, CSS, SQL

Frameworks & Tools: Spring Boot, Angular, Camunda, Figma, Docker, CI/CD, Automation, Observability

Databases & Cloud: MySQL, AWS (ECS, EC2, Lambda, RDS, SQS, CloudWatch), Kafka, Disaster Recovery