MICHAEL WEEMS

(650) 429-8121 • weems@weems.blog

TECHNOLOGY PROFESSIONAL with over 10 years of experience in designing, implementing, and managing technology solutions across diverse industries. Expertise in system administration, network management, software development, and IT support, with a proven track record of optimizing operations, enhancing security, and leading cross-functional teams. Strong problem-solving skills, a keen ability to adapt to emerging technologies, and a commitment to delivering innovative, cost-effective solutions that drive business success.

AREAS OF EXPERTISE

✓ *Vulnerability Assessment* ✓ *System Security* ✓ *Technical Troubleshooting*
✓ *Security Standards & Compliance* ✓ *Process Improvement* ✓ *Project Management*
✓ *Incident Response* ✓ *Risk Management* ✓ *Systems Engineering*

TECHNICAL PROFICIENCIES

<u>Programming Languages:</u> Java • Python • SQL

<u>Methodologies & Frameworks:</u> HIPAA • Software Development Life Cycle (SDLC) • Agile Methodologies

<u>Additional Skills:</u> Atlassian • Jira • NetSuite • Bitbucket • CI/CD Deployment • VMWARE

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Sycle LLC – Birmingham, AL (Remote)   06/2014 –Current
Lead SQA Engineer

- Implemented quality standards and Agile Software Development Methodologies to eliminate errors and maximize customer satisfaction, ensuring robust and reliable software delivery.
- Collaborated with application SMEs and development teams to enhance toolsets, improve operations, and identify areas for automation, increasing deployment frequency and reducing downtime.
- Conducted regression testing before every production release to ensure all defects were documented and/or eliminated, maintaining high standards of software quality and performance.
- Enhanced customer satisfaction by adhering to code standards and conducting thorough Manual QA Testing.
- Achieved cost savings of $10K+ by minimizing costs and maximizing returns through the prevention and resolution of software defects, contributing to the company's bottom line.

Level II Tech Support Engineer   *06/2013 – 06/2014*

- Resolved a diverse range of technical defects across multiple systems and applications for customers and end-users in various time zones, ensuring minimal downtime and high customer satisfaction.
- Provided internal support to Tier I Support Engineers, the primary customer-facing resource, enhancing the ability to address and resolve issues efficiently.
- Monitored systems in operation and utilized diagnostic tools to quickly troubleshoot and resolve errors, maintaining optimal system performance and reliability.
- Conveyed security policies and procedures to end users, educating them on proper security posture and the threat landscape, including malware, ransomware, and phishing, to enhance overall security awareness.
- Managed and processed Tier II requests using the internal ticketing system (NetSuite), coordinating with both end users and internal Tier I support resources to ensure timely and effective issue resolution.

<u>Previous Experience:</u> **Mississippi College –** *Computer Services Student Technician*

EDUCATION

Pursuing **Bachelor of Science (BS), Cybersecurity & Information Assurance**   *(Expected 05/2026)*
Western Governor's University

Bachelor of Science (BS), Computer & Information Systems
Mississippi College