Michael Walker

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TECHNICAL SKILLS
- Languages/Frameworks: ExtJS/JavaScript, Ruby on Rails, SQL, C#, VBA, VBScript, Java, HTML5/CSS, PHP
- Repository management: Atlassian (Bitbucket, Sourcetree, Trello, Jira), Git, GitHub, SVN
- Databases: SQL Server 2008/2012/2016, Microsoft Azure, MySQL, PostgreSQL
- Development/Testing Environments: Visual Studio 2013/2015, Sencha Architect, RubyMine, NetBeans, Eclipse, Android Studio, Wireshark, Telerik Test Studio,
- Applications: Microsoft (Power BI, Power Automate, Visio, Excel), Tableau, Heroku, Digital Ocean, GoDaddy, DotNetNuke, Laserfiche, RingCentral, InContact, Tableau
- OS: MS Server 2008/2012/2016, VMware Workstation, VirtualBox, Max OS X, Linux (Debian, Ubuntu, other Distros)
- ITIL v4 certified

EXPERIENCE

Applications Engineer   *August 2022 – Present*
Central Health, Austin, TX (Remote)
- Creates and updates reports using Power BI
- Administers Power BI and Tableau environments
- Actively monitor the performance of applications, identifying opportunities for optimization and partnering with stakeholders and application vendors on implementation
- Provides Level 3 support and point-of-contact for vendor support
- Trains and provides assistance for Level 1 and 2 support staff

Applications Analyst *(Relief as of August 2022)*   *March 2017 – Present*
The Harris Center for Mental Health and IDD, Houston, TX (Remote)
- Creates and updates reports using Power BI and SSRS
- Primary analyst that oversees any major issues and updates for the document management software Laserfiche
- Manages and public-facing and many smaller websites of the agency
- Works with stakeholders to determine process improvements and needs assessments
- Provides Level 3 support and point-of-contact for vendor support
- Trains and provides assistance for Level 1 and 2 support staff
- Develops workflows to automate processes and monitor usage
- Identifies and recommends systems changes to agency

Software Application Developer   *November 2015 – March 2017*
Choice Energy Services, Houston, TX
- Maintained ExtJS/PHP web application that allows employees to resolve billing errors
- Contributed to development on customer billing management application
- Set up and maintained a Linux web server using Apache
- Gathered business requirements for applications

Application Support Specialist   *March 2015 – November 2015*
Office Gemini, Houston, TX
- Worked with development team to update and create C# desktop, Android Java mobile, and ASP.NET web applications
- Created ASP.NET web application to track employee applications
- Migrated SQL Server databases to Microsoft Azure
- Maintained virtual machines for various tests
- Implemented a web-based in-house rewards program for product resellers on company website
- Created in-house applications in C# to automate processes
- Updated mobile Android application
- Wrote test plans and cases: automation, UI, data interface, compatibility, stress, mobile, desktop, web, data analysis

Industrial Design Specialist, Team Lead   *January 2011 – March 2015*
Ennovation, Inc., Houston, TX
- Managed projects with small teams to complete cost estimates and conceptual designs

- Developed software to automate processes and updated company's proprietary software
- Updated company website: layout design, form creation, and SharePoint configuration
- Administered IT support: virus removal, remote desktop, inventory maintenance, backups and recovery, setup and maintenance of computers, routers, switches and printers
- Generated and maintained database queries for project databases

EDUCATION
University of Houston
Bachelor of Science in Computer Information Systems   *May 2016*