**Michael D. Coleman**

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**OBJECTIVE: Accomplished technology support analyst seeking to leverage an extensive background in software builds and installation, database installation and support, and hardware support to a Jr/Associate Level Developer position. I’m a fast learner who’s extremely motivated for a career change goal and eager to contribute to your company.**

# COMPUTER SKILLS

Visual Studio 2017 and 2019 Community (C#, VB.Net and ASP.net), Komodo Edit, GitBash, Microsoft

SourceSafe 2005, Microsoft Visio 2010, Microsoft .Net Framework 3.5, 4.0, 4.5, and 4.7, IIS, Oracle,

Microsoft SQL Server 2005, 2008, 2012, SQL Express 2008 and 2012, Oracle PL/SQL, Web Services (WCF),

Windows 2008, 2008R2, 2012, 2012R2, and 2016 server, Windows (10, 8, 7), Internet Explore, Mozilla Firefox,

Chrome,Customer First (RTI), and TFS

**Work EXPERIENCE**

FIS - Jacksonville, FL 07/06 - Present

***RELIUS TECHNOLOGY SUPPORT ANALYST***

Support and troubleshoot client issues for our Relius Connect web service product. Code and build the installation packages for our Relius Administration software. Analyze and resolve customer technical problems related to installation and configuration issues. Prepare scripts for clients to assist in database performance. Assist clients with data backup and recovery and printing problems for our Relius Administration, Relius Government Forms, Relius Documents, and Relius Proposal products. Actively stay informed on the latest technologies in the field and those that affect our products. Maintain a positive and professional relationship with clients.

\* Assist clients with any Relius Connect web service issues using Visual Studio, SoapUI, and fiddler.

\* Debug client code (Visual Studio – web and desktop applications) to troubleshoot issues getting data from our web

services.

\* Develop installation code for our Relius Administration workstation and web server product releases.

\* Troubleshoot and resolve customer issues with accessing our web services.

\* Debug customers’ code related to errors in retrieving data from our web services.

\* Assist customers with Single Sign On/SAML 2.0 setup and ensuring the product is working as expected.

\* Use SQL Plus to run scripts against customers Oracle Database. Also produce logs using SQL Plus for diagnosing database issues.

\* Use SQL Server Studio Management Express and SQL Server to resolve database issues with our Relius Documents Application.

\* Provide effective assistance to our Government Forms team with software support and technical issues during the busy financial tax seasons to ensure they met deadlines.

SUNGARD RELIUS – Jacksonville, FL 09/04 - 07/06

***LANGUAGE DEVELOPER***

Developed language associated with the software used by Corbel and Custom Relius Document clients. Created and tested software releases utilizing the RD Pro authoring tool and RD Plus processing Tool. Ensured all IRS documented and attorney approved language was correctly added and coded into the system. Completed document compares of manuals and prts against those from a previous release to ensure the only changes requested in the current release were done. Stored manuals, prts, and adexport in directory folder organized by release date. After testing completed adexport for the release coordinator.

\* Organized work folders and coded substantially well so that product releases were placed in beta testing well before the deadline to ensure thorough testing.

\* Consistent at getting all changes implemented in a release including last minute changes added during the latter portion of the development process.

\* Assisted programmers with desktop form designs using Microsoft Visual studio 2008.

**EDUCATION**

***A.S., Database Technology*** - Florida Community College at Jacksonville, Jacksonville, FL, 2008

***B.A., Business Administration*** - North Carolina Central University, Durham, NC, 1998

Concentration: Computer Information Systems

**PROJECTS**

<https://mcflav.github.io/myPortfolio.io/>

**ACCOMPLISHMENTS**

70-480: Programming in HTML5 with JavaScript and CSS3

98-361: MTA: Software Development Fundamentals (C#)

Successfully completed the 1Z0-141 Oracle9i PL/SQL Exam.

Successfully completed the first Oracle9i Exam under the OCP Developer track (1Z1-007).