Paul Michalski

Sunnyvale, CA

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(408) 691-1679

Detail-oriented software professional with over 8 years of experience delivering software and supporting users in diverse environments. Strong customer and quality focus.

Technology HTML5 • CSS3 • Javascript • Bootstrap • WordPress • MediaWiki

Authorized to work in the US for any employer

Work Experience

Software Contractor

Piedesktop - Los Angeles, CA

2014 to Present

Developer.
- Test features for issues
- Create user stories to create new features
- Take user stories to create functionality
- Use Docker/Kubernetes to create web service
- Work with team to implement functionality

Able Freight - Los Angeles, CA. Developer.
- Assessed codebase completeness and future product viability
- Retrieved and analyzed code from GitHub.
- Set up environments for .NET, Android, and iOS to test for completeness
- Incorporated third party iOS frameworks via Cocoapods
- Identified questions and clarifications needed from external SW vendors
- Worked independently and provided status updates

CM Partners - Carpinteria, CA. Embedded Programming.
- Configured Eclipse for ARM Cortex M4/JLink debugger development.
- Wrote DSP code and evaluated run performance metrics (size/speed)

The Ballard Group - Sacramento, CA. Front-end web developer.
- Update production website content

JumpSport - San Jose, CA. Front-end web developer.
- Designed, created and updated content pages within WordPress.
- Refactored existing content to work with the Bootstrap platform.
- Resolved issues with MediaWiki installation.

AppBuddy - Campbell, CA. Salesforce Developer.
- Developed Account Planning app prototype using Visualforce, jQuery, & CSS3

• Wrote detailed technical requirements document and worked with Sales
Operations team to implement.

• Created data schema and permissions.
PSI Services LLC - Los Angeles, CA. QE Engineer.
• Ran designed tests to ensure accuracy in preparation for using with client.
• Provided feedback on tests to help designers improve test efficacy.

NM Consulting - Los Angeles, CA. Software Lifecycle consulting and support.
• Researched and made recommendations on agile testing approaches and process efficiencies.
• Provided technical support (e.g. Windows, connectivity, Google Docs).

Developer Analyst
Kaiser Permanente
2009 to 2014

A primary team member for Kaiser's IT department developing new and updating existing PeopleSoft
software, supporting client issues using Remedy, and triaging production issues.

Responsibilities:
• Implemented and delivered on time more than 20 PeopleSoft programs for Kaiser employee benefit
software.
• All development adhered to Sarbanes-Oxley compliance and stringent change management
requirements.
• Created and updated technical documentation for SOX compliance for each new PeopleSoft program
or update to an existing PeopleSoft program.
• Used Remedy to manage reported issues, track the status of development work, and store all
documents related to a development effort.
• Interacted with larger Benefits team to coordinate common release activity, standards, and software
development cycle.
• Confirmed development items migrated into production with zero defects.
• Provided 24x7 on-call support for all aspects of Kaiser employee benefit software for one week every
six weeks.
• Performed triage for production issues and communicated with applicable parties about production
issues during on-call support rotation.

Support Engineer
BCL Technologies
2008 to 2009

Provided direct customer support for SEC Publisher. SEC Publisher allows customers to create and
submit documents for SEC EDGAR compliant filings. Guided users through initial training and provided
support for all customer issues.

Responsibilities:
• Managed customer-facing phone and email support for the product.
Answered questions about SEC Publisher operation and resolved technical problems on installation and
usage.
• Trained new and existing customers on product use and product updates.
• Performed QA testing of new releases versus documentation.

• Performed regression testing of SEC Publisher to validate fixes.
• Volunteered and updated all company product & release documentation to improve clarity and accuracy.
• Documented bugs to assist in release planning and user documentation.

Education

BS in Computer Science
Principia College - Elsah, IL
2007

Skills

- SKILLS PeopleSoft SQR
- SQL
- Java
- C++
- C#
- .NET
- PHP
- Python Tools Remedy
- Quality Center
- MySQL Databases/Platforms DB2
- PeopleSoft
- Salesforce
- LINUX administration
- PC Tools and Support
- Windows 7/XP
- Red Hat Linux