

Michael Terry

Contact

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Skills

- Object-Oriented Programming
- Project Management
- Technical Documentation
- Troubleshooting
- User Acceptance Testing
- Process Improvement
- Technical Support
- Systems Integration
- UI/UX Design
- Web Development
- Mobile App Development

Languages

- Java
- HTML & CSS
- C#
- Dart
- Python
- JavaScript

Professional Profile

Computer-Science graduate with a focus on software development and 8+ years of project management experience across construction and IT industries. Currently working as an IT Applications Support Specialist, contributing to UAT, documentation, scripting and coordination of software deployments.

Work Experience

Rutter's CHR. Corporate - IT Application Support Specialist *September 2024 - Present*

Responsibilities

- Manage POS projects from development through production, including software upgrades, hardware integrations and compliance changes
- Build and configure solutions in a lab environment, coordinating with internal and external teams to implement and validate changes
- Develop and execute UAT plans, create detailed documentation outlining changes, including rollout procedures and impact summaries
- Automate repeatable tasks using PowerShell, Batch, and proprietary scripting tools

Key Contributions

- Configured and implemented POS capabilities for new bar locations by adapting existing systems, coordinating server deployment, and collaborating with vendors and internal teams to meet operational requirements
- Developed and deployed a WinForms application that integrates PowerShell and NCR POS scripting to automate log collection across store devices
- Authored a 100+ page end-to-end store deployment guide used by technicians to standardize store setup

Rutter's CHR. Corporate - IT Application Support Technician *June 2024 - September 2024*

Responsibilities

- Executed on-site and remote deployments while minimizing disruption to customers and staff
- Performed troubleshooting during installations to restore devices to service

Key Contributions

- Developed a PowerShell script to automate a portion of the installation process, improving deployment efficiency and consistency
- Identified scheduling inefficiencies that delayed project delivery and recommended adjustments to improve timelines

Tools

- Visual Studio Code
- PowerShell
- Netbeans
- Android Studio
- Visual Studio
- Git & GitHub
- Adobe Creative Suite
- Blender
- Microsoft Outlook & Teams

D.E. Gemmill Inc. - Line-Striping Superintendent

December 2017 - June 2024

Responsibilities

- Oversaw and coordinated the completion of pavement marking installation projects on roadways and parking lots
- Identified and resolved conflicts in planning, regulations and mathematical constraints
- Communicated and assigned current and future assignments with contractors and crews

Key Contributions

- Introduced Graco automated layout software to modernize previous layout methodologies and significantly reduce layout time
- Improved team communication and accountability by establishing clear expectations for documentation and follow-through

Development Experience

- Morse Code Translation Application (Capstone Project)
 - Collaborated with a small team to develop a cross-platform, mobile application to translate to and from international morse code
 - Used Dart within Android Studio to contribute to the functionality and user-interface for the flutter application
 - Coordinated documentation and version control with team
- Online Portfolio (Personal Project)
 - Independently developed, deployed and maintained a responsive, HTML site to showcase current and future software development achievements
 - Researched current web development trends to develop a unique, attractive user-interface
 - Utilized Google Lighthouse to optimize resource efficiency
- C# Adventure Game (Personal Project)
 - Developed a C# game featuring navigation mechanics using a mini-map system
 - Designed and implemented the user interface and visual assets

Education

University of Maryland, Global Campus - BS in Computer Science - Cyber Security Minor

August 2018 - May 2021

- Relevant Coursework: Computer Systems Architecture, Secure Python Applications, Data Structures, Operating Systems, Computer Graphics, Advanced Programming Languages, Object-Oriented and Concurrent Programming, Compiler Theory, Computer Algorithms
- Deans' List: Fall 2018, Spring 2019, Summer 2020
- UMGC Tri-State Scholarship (2018 - 2021)
- 3.3 GPA

Harrisburg Area Community College - Gen. Ed.

January 2015 - May 2018