Miki Kesel

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MOVING MOUNTAINS:

Kesel Consulting (Charlotte, NC and Kissimmee, FL): Consultant (2023 - Present)
- Addressed security, scalability, and ticketed technical issues via reworking existing code for customers
- Developed applications to support Logistics/Operations utilizing PHP and Laravel framework for customers
- Supported customer success with dedicated and simple hosting, Wordpress updates, and website design
- *Tech: PHP, Laravel, MySQL, Git, Atlassian, JavaScript, AJAX*

LightBox Employer, LLC (Remote): Software Engineer (2022 - 2023)
- Met technical requirements and specifications via developing and maintaining server-side web applications using PHP, Laravel, and REACT
- Developed new features for the application and promoted them through the Software Development Life Cycle including unit and manual testing
- REST API maintenance, development, and testing
- Debugged and managed issues from the developer perspective; diving into the code and providing solutions to the issues that were reported
- Attended daily agile standup and collaborated in biweekly sprint planning
- *Tech: PHP, Laravel, REACT, MySQL, Git, Linux, JavaScript, Atlassian, AWS, REST APIs*

Amazon Advertising, LLC (Seattle, WA): Developer Support Engineer (2020 - 2021)
- Increased visibility on process deficiencies by 95% and subsequently improved SLA response times via a scripted solution for tracking timeliness of response from team to incoming tickets and emails
- Improved system reliability and stability in response to tickets opened by PSCs for Amazon DSP issues by investigating root causes of incidents and implementing corrective actions to prevent recurrence
- Assisted PSCs in resolving common customer issues independently and efficiently by creating and maintaining technical documentation, knowledge base articles, and troubleshooting guides
- *Tech: PHP, Redshift, MySQL, JavaScript, Linux, AWS*

TEKSystems, Inc (Charlotte, NC): Production Support Analyst (2018 - 2019)
- Triaged large-scale customer issues and wrote reports for large enterprise databases using complex SQL queries, debugging JavaScript code, utilizing logs and Splunk visualization tools
- Supported regular release activities utilizing Oracle database scripts and other monitoring software including Splunk and AppDynamics
- Completed coursework for Mulesoft certification
- Fostered a strong team and employee wellbeing by training new support analysts
- *Tech: Splunk, AppDynamics, Oracle, Mulesoft, Confluence, Linux, JSON, XML, Kibana*

Mindtree, Inc (Charlotte, NC): Senior Engineer & Configuration Analyst (2017 - 2018)
- Reduced total customer trouble tickets by 15% specifically price and rate related customer trouble tickets by 100% for an insurance-industry client via a scripted solution to intake CSV and output appropriate prices and rates to the production database
- Improved consumer reputation regarding price and rate reliability on the website matching the same prices and rates they received from the insurance company client for billing via the scripted price and rate solution
- Created appropriate forms for insurance questionnaires utilizing SQL queries to build up the forms from the data
- Collaborated consistently with manual testing team to ensure quality of codebase materials
- Attended daily agile standup and participated in biweekly sprint planning
- Fostered a strong team and employee wellbeing by training new Configuration Analysts on the configuration process, common SQL queries used to build up the forms, and general assistance
- *Tech: PHP, MySQL, HTML5, CSS3, Bootstrap, Atlassian, Linux, JSON, XML*

Telics, Inc (Fort Mill, SC): Solutions Developer (2014 - 2017)

- Reduced manual effort by 50%, improved SLA compliance from 64% to 99%, and preserved a critical client contract via a Web-bot middleware that included event-driven processes, integrating local desktops, servers, and web applications for seamless communication
- Improved employee impact and morale by developing middleware solutions for interoperability between Excel, desktop applications, and web browsers using VBA and Windows API to streamline processes
- Fostered a strong team and employee wellbeing by training new surveyors on the survey process
- Increased adoption of the web-bot middleware to 100% across the survey department by training surveyors how to utilize the project to handle our large scale integration process in multiple locations
- *Tech: PHP, MySQL, HTML5, CSS3, JavaScript, VBA*

LIFELONG LEARNING:

Rochester Institute of Technology RIT (Rochester, NY): BS Applied Arts & Sciences (2017)
- Concentration in Biology

METS At Olympic High School (Charlotte, NC): High School Diploma (2009)
- Olympic HS was granted an award from the Bill and Melinda Gates foundation to split into a community of schools
- METS (an acronym for Math, Engineering, Technology, and Science) was one of the 5 community schools
- Personally interviewed the new principal for METS specifically as part of a panel as the Student Advocate

Certifications:
Udemy (San Francisco, CA): Certified AI Engineering Masterclass - In Progress
Udemy (San Francisco, CA): Full Stack AI with Python: LLMs, RAGs, Agents, and LangGraph - In Progress
Udemy (San Francisco, CA): Learn Database Design with MySQL (2017)
Udemy (San Francisco, CA): Object Oriented Programming (OOP) in PHP: Build an OOP Site (2017)
Udemy (San Francisco, CA): Ajax in JavaScript/jQuery + PHP + Creating Chat App (2017)
Udemy (San Francisco, CA): Ultimate Web Designer and Web Development Course (2017)
Udemy (San Francisco, CA): The Complete Web Developer Course - Build 14 Websites (2015)
Udemy (San Francisco, CA): Introduction to Java for Beginners (2015)
Udemy (San Francisco, CA): Practical PHP: Master the Basics and Code Dynamic Websites (2015)

Volunteering:
Greater Rochester Habitat for Humanity (Rochester, NY) - Volunteer Builder (2013 - 2014)
Holiday Caroling at various Senior Centers (2009 - present)

NINJA SKILLS:

Computer Languages: PHP, JavaScript, SQL (MySQL and Oracle), CSS, HTML, XML, Git, Java, Mulesoft
Frameworks: Laravel, Livewire, Tailwind
Services: AWS, Docker, Jenkins
Tools: Atlassian Suite, GitHub, Microsoft Office Suite, JetBrains, Visual Studio
Monitoring: Splunk, AppDynamics, Kibana
Operating Systems: Mac OS, Windows, Linux
World Languages: English, Spanish, American Sign Language

MORE ON MIKI:

Hobbies: Chainmaille, Video Games, Billiards, Karaoke, Candle Making, Plant Lover, Musical Movies
Top 2 Songs: “Bad B*tch Energy” by Shanin Blake, “Wind Beneath My Wings” by Bette Midler
Top 3 Video Games: Borderlands 3, Beat Saber, Diablo 3
Two Truths and A Dream:
1) I’ve driven enough miles to drive to the Moon and back, twice!
2) I sang on a global livestream
3) I’ve touched every continent