

MICHAEL BRADY

Web Developer, Software
Developer, and IT Professional

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<https://github.com/mbrady712>

PROFESSIONAL EXPERIENCE

Technical Support Specialist

Housing Authority of the City of Austin (HACA)

Jun 2024 - present

- Provided technical support for HACA's internal employees, resolving 647 IT help desk tickets
- Managed data closet switches and ethernet cables
- Set up computer equipment at the central office and at HACA properties.
- Designed, developed, and maintained HACA's intranet site
- Helped train and guide employees during HACA's transition from G-suite to Microsoft 365, demonstrating excellent oral and written communication.

IT Intern

Texas Department of Agriculture (TDA)

Feb 2024 - May 2024

- Worked with the Business Applications team on UI and backend updates to the agency's core JSP application hosted on Apache Tomcat. Used HTML, JavaScript, Java, and SQL languages.
- Resolved or helped to resolve 130 IT help desk tickets
- Provided technical support for 124 different internal employees.

Temporary IT Support Analyst

The City of Austin Financial Services Department

Jun 2023 - Sep 2023

- Refurbished desktop computers, laptops, tablets, and other devices, making them available for public benefit.
- Installed new operating systems and CMOS batteries onto 149 devices.
- Disassembled and recycled 112 devices, storing functional components for later use.

Freelance Web Developer

Self-employed

Oct 2021 - Sep 2023

- Created, designed, and troubleshooted websites for three clients.
- Grew skill with a variety of tools and frameworks including HTML, CSS, JavaScript, PHP, Bootstrap, and WordPress.
- Worked closely with the Doss Elementary School Parent-Teacher Association to make important changes to the school's WordPress website. This included making updates to the site's appearance and managing the school e-store, powered with the WooCommerce plugin. Updates to the store resulted in 353 orders, generating \$18,869 in revenue.

PROFICIENCIES

- Knowledge of computer hardware and software
- Computer repair
- Computer programming (Java, C, C++, Python)
- Web programming (HTML, CSS, JavaScript, React, PHP, .NET C#)
- Exceptional customer service skills
- Superb verbal and written communication
- Troubleshooting
- Inventory Management
- Providing technical support
- Reviewing and drafting technical documentation
- Thrives in a team environment
- Organizational skill

EDUCATION

Bachelor of Applied Science in Software Development

Austin Community College

Jan 2025 - Dec 2026 (expected)

No GPA yet - have not begun classes

Associate of Applied Science in Computer Programming - Web Programming Specialization

Austin Community College

May 2022 - May 2023

4.0 GPA

Web Development Certification

Austin Community College

Oct 2021 - Mar 2022

No GPA (Courses were pass/fail)

Master of Music

Texas State University

Aug 2019 - May 2021

4.0 GPA

Bachelor of Music

University of Texas, Austin

Aug 2015 - May 2019

3.91 GPA