Michael A. Sperber

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github.com/masperber
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Skills

Languages: Java, Python, JavaScript, PHP, Powershell, Bash, HTML, CSS, R, SQL
Infrastructure: Debian, Kali Linux, Active Directory, Windows Server
Software: WordPress, GitHub, ZenDesk, Docker, Elasticsearch/Logstash/Kibana, YARA

Professional Experience

Technical Support / Sales Engineer – Automattic (Remote)   *2021 to 2024*

- QA and User Acceptance Testing on customer websites, core WordPress / plugins, and product releases
- Collaborated with product developers by creating and escalating bug reports with steps to reproduce
- Reviewed YARA malware scans, cleaned threats, and provided YARA signature feedback
- Level 2 and 3 support and sales for customer WordPress implementations via live chat and email ticketing
- Managed level 3 support team and prepared weekly reports of the team's activities
- Created and distributed custom tools to automate tasks and increase efficiency
- Helped develop full-service site migration initiative where engineers established 1:1 contact with warm leads, coordinated with the lead, and performed the site migration

IT / System Administrator – Safe Children Coalition (Sarasota, FL)   *2019 to 2021*

- Administered Active Directory and network security policies
- Imaging and maintenance of employee laptops, workstations, and mobile phones
- Maintained IT infrastructure for 260 employees and 1500+ items across 7 offices

Tutor – Freelance (Sarasota, FL and Remote)   *2016 - 2021*

- Tutored high school/college students – subjects include: Java, SAT, Calculus, Statistics, Physics, Chess

Projects

- Web app implementation of the game Nim: github.com/masperber/Nim-App
- WordPress plugin Reverse Column Stack on Mobile: github.com/masperber/reverse-column-stack-mobile
- Merged PR on Jetpack to add new plan slug constants: github.com/Automattic/jetpack/pull/33739

Certifications

AWS Cloud Practitioner (Amazon Web Services)   *2021*
Automattic WordPress Security Workshop (Automattic)   *2023*

Education

BS in Software Engineering - *Arizona State University - Magna Cum Laude*   *2014 to 2019*
BFA in Theatre Production - *University of Florida - Cum Laude*   *2007 to 2011*