Michael Labuda

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LinkedIn | GitHub

Experience

Bastian Software Solutions | 01/2020 – Present

Software Support Analyst II (Tier 3)

- Access client databases to analyze and resolve issues efficiently.
- Implement and optimize remote monitoring tools to improve system visibility.
- Develop SQL scripts to diagnose and resolve database-related issues.
- Communicate complex technical concepts in clear terms to non-technical users.
- Address support requests and guide end users through effective troubleshooting steps.
- Evaluate user issues using test scripts, domain expertise, and detailed questioning.
- Collaborate with developers to resolve post-release bugs and assist with patch deployments.
- Maintain thorough documentation of interactions and issue resolutions.
- Ensure client satisfaction by following up after resolution of reported problems.
- Expand the internal knowledge base with accurate and detailed support documentation.

Software Release Engineer

- Led and coordinated bug fix deployments across development, testing, staging, and production environments.
- Developed comprehensive release plans including rollback and contingency strategies.
- Created custom datasets to replicate and analyze customer-reported issues.
- Conducted detailed technical risk assessments and engaged stakeholders in mitigation planning.

- Ensured adherence to change management and release policies during all phases of deployment.
- Resolved version compatibility issues and maintained software deployment integrity.
- Composed release notes, tracked known issues, and captured key takeaways for future improvements.
- Escalated deviations from release plans and facilitated resolution reviews with management.
- Monitored application performance post-deployment and addressed newly surfaced issues swiftly.
- Provided supplemental QA support to ensure pre-release reliability.
- Documented all client-reported issues within internal tracking systems.
- Built and sustained collaborative relationships across internal teams and external stakeholders.
- Handled advanced escalations passed from Software Support and QA teams.

Software Support Analyst (Tier 2)

- Authored SQL scripts to support data troubleshooting and validation efforts.
- Assisted with the deployment of software patches and updates across client systems.
- Resolved Tier 1 escalations by conducting root cause analysis and providing timely solutions.
- Collaborated with cross-functional teams to address high-priority technical incidents.
- Enhanced knowledge sharing by developing detailed troubleshooting guides and internal documentation.
- Performed software testing and contributed to validation procedures during release cycles.

Software Support Specialist

- Translated technical concepts into user-friendly language to support clients with varying technical backgrounds.
- Responded promptly to end-user requests and guided them through troubleshooting steps with patience and clarity.
- Maintained high customer satisfaction by following up on support cases to ensure full resolution.
- Diagnosed user-reported issues using test scripts, logs, and targeted questioning.
- Collaborated with developers to identify and resolve bugs, contributing to smoother software rollouts.

- Documented support activity thoroughly to enhance the team's knowledge base and enable faster issue resolution.
- Created and utilized SQL scripts to support database maintenance and troubleshooting.

Technical Skills

- **Software:** SSMS, Nmap, Wireshark, SCCM, WDS, WSUS, Eclipse, Office 365
- **Hardware:** Windows Servers, Workstations, Laptops, Tablets
- **Operating Systems:** Windows 7–11, SQL Server, Linux, iOS, Active Directory
- **Programming:** Python, SQL, HTML, C++, CSS, Cobol, JavaScript, Java, C#

Education

- **B.S. in Information Systems Analyst and Development**, Illinois State University – Normal, IL
- William Rainey Harper College – Palatine, IL | Dean's List (Spring/ Fall 2016) | GPA: 3.5