

# MICHAEL DICHELLO

## SOFTWARE ENGINEER

### CONTACT

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🌐 [linkedin.com/in/michael-dichello](https://www.linkedin.com/in/michael-dichello)

📍 Austin, Texas

💻 [DiChello.dev](http://DiChello.dev)

🐙 [GitHub.com/MikeDiChello](https://github.com/MikeDiChello)

### EDUCATION

**Software Engineer  
General Assembly**  
2019-2020

**BFA in Theatre  
Central Connecticut  
State University**  
2006-2012

### INTERESTS

Board Game Designer

Improv Comedian

Horticulturalist

Culinary Artist

Actor

### ABOUT

As a software engineer, I am able to merge both creative and logical thinking motivated by an unending craving to create, and challenge myself to answer tough questions, and solve puzzles.

My previous experience in customer service, and customer-focused sales, and my constant flow of new ideas, lead to creative, customer-centric applications with user experience at the forefront.

My passion as a performer allowed me to develop exceptional interpersonal skills, and the ability to improvise.

### SKILLS

HTML	CSS	Javascript	SASS	ReactJS
NodeJS	MongoDB	Ruby	Ruby on Rails	jQuery
PostgreSQL	Git	GitHub	Agile	Scrum

### RELEVANT EXPERIENCE

**Software Engineering Fellow**, General Assembly Austin, TX

Immersive 700+ hour fellowship conducted in remote environment over 6 months

Demonstrated proficiency in relevant, full-stack development technologies in a collaborative environment.

Designed and executed four full-stack web applications.

**Member Support Agent**, uShip, Austin, TX  
August 2018-Present

Provide phone and email support to uShip Marketplace customers

Utilize solid written and oral communication skills assisting both carriers and shipping customers

Use active listening skills and empathy to de-escalate upset customers

Acted as a neutral party to facilitate communication between members in disputes

Exercised my ability to multitask and triage between answering phones, emailing customers, and following up on tasks