MIKHAIL DAWKINS

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CORE SKILLS

- Python
- Javascript
- SQL
- Bash Scripting
- API Integrations

- Digital Ocean
- Data Reporting & Automation
- Troubleshooting & Root Cause Analysis
- Remote Collaboration

- Salesforce
- Application Administration
- Problem Solving
- Critical Thinking

PROFESSIONAL EXPERIENCE

ZERION SOFTWARE, REMOTE, CANADA   April 2024 – Present
Implementation Engineer

- Automated meter data extraction from iFormBuilder, converted datasets into CSV files using Pandas, and delivered email reports via SendGrid. The solution was deployed on DigitalOcean with GitHub integration, ensuring scalable and efficient client reporting.
- Served as the primary technical liaison for clients, resolving inquiries and troubleshooting complex issues to achieve a 20% boost in client satisfaction.
- Developed an automated solution as a function on DigitalOcean, utilizing Python, Pandas, the iFormBuilder API, and the Zoho Analytics Python SDK to generate clients' nightly reports, reducing manual work and improving team productivity.
- Led the development of a proof of concept for a client, involving form creation with iFormBuilder, integration of the iFormBuilder API, data flow automation, and JavaScript. This initiative resulted in the customer proceeding with a new project, generating revenue for the company.
- Developed an integration between iFormBuilder and Zapier to create observations in Procore by implementing JavaScript-based data formatting, designing a dedicated form/table within the iFormBuilder SaaS platform, and building a Zapier automation workflow; delivered client training and documentation to support independent system maintenance.

DIGICEL GROUP   Feb 2015 – April 2024
IT Systems Administrator - NewCom

- Implemented HAProxy on CentOS 8 to optimize traffic, improving the performance of internal revenue-generating services by 20%.
- Configured log rotation using logrotate and automated disk space alerts with Bash scripts, maintaining system health and uptime.
- Produced ad-hoc reports using MongoDB Compass and HeidiSQL, supporting strategic decision-making for the commercial team.
- Led the migration of Digicel's Ring Back Tone VAS as technical lead, coordinating vendors and improving service reliability.

Application Engineer/Systems Engineer – IT Operations

- Spearheaded development and deployment of the initial Digicel Prime Bundle IVR using Java (Eclipse IDE), hosted on Linux CentOS with Apache Tomcat, enabling mobile plan activations via IVR and increasing activations by 10% across 10 million customers in 25 Caribbean markets.
- Managed key applications supporting provisioning, billing, and customer management for FTTH across 25 markets.
- Automated call center KPI reporting, leading to a 5% increase in Net Promoter Score (NPS).

- Migrated internal applications from on-premise IIS to Azure, enhancing scalability and reducing operational overhead.
- Maintained 99.9% uptime of the Avaya Contact Center Suite, servicing over 10 million customers.

EDUCATION

UNIVERSITY OF THE WEST INDIES, KINGSTON, JAMAICA   2010 - 2014
B.Sc. Computer Science

CERTIFICATIONS & OTHER

- English (Native)
- Google Cybersecurity - Coursera
- Docker & Kubernetes: The Practical Guide - Udemy
- Django Development – Zero to Mastery
- Interests: Automation, Personal Growth, Football, Continuous Learning