

Michael Pace

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(203)788-2796 – Norwalk, CT

SKILLS HIGHLIGHTS

- **Portfolio:** mikepace-dev.pages.dev has screenshots and a write-up of each app and tool listed below.
- **Building with AI:** build working apps and tools by directing AI coding agents (Claude Code, OpenAI Codex). I decide what gets built, write the prompts and rules the agents follow, and review the work before it is used.
- **Development:** TypeScript, React Native (Expo), Next.js, PostgreSQL (Supabase) and C# in Unity.
- **Automation:** Python, PowerShell and Playwright scripts for repeat work; custom agent skills, instruction files, MCP and scheduled agent tasks; integrations with Supabase, GitHub Actions and Cloudflare.
- **Data-sensitive apps:** design AI features so the model never receives a name, records are encrypted, every read is logged, and access rules are enforced and tested in the database.
- **IT support:** Active Directory, SCCM, Intune, ServiceNow, O365, Windows 10 and 11 deployment, and troubleshooting.

WORK EXPERIENCE

Yale New Haven Hospital, New Haven, CT – Desktop Support Specialist

May 2026 – Current

- Used Claude Code to build a browser-based wayfinding tool that reads room labels off floor plans and routes between rooms across the campus.
- Automated repeat fixes with AI-written PowerShell utilities, including a disk cleanup tool to run on low-storage tickets and a driver repair tool that produces ticket-ready reports.
- Support doctors, nurses and staff across the hospital campus and nearby buildings, in person and through BeyondTrust (Bomgar), Remote Desktop and SCCM.
- Image and deploy Windows 10 and 11 PCs through SCCM and Intune, including the hospital's Windows 11 migration.
- Set up new laptops, thin clients, printers, mapped drives and OneDrive, and move each user's profile, settings and applications over from the old device.
- Manage Active Directory: place devices in the correct OU, fix account and permission problems, and take compromised or non-compliant devices out of service.
- Document each fix and keep asset records current in ServiceNow; flag aging or failing equipment for replacement.

The Body Reflex, LLC, Stamford, CT – Client Project (App and Website)

August 2026 – Current

- Built a client app and a staff dashboard around the studio's health intake forms using AI coding agents to pair with its website redesign.
- Added an AI summary of each new client's health form on the Claude API: trainers get a short overview and a list of health flags beside the full form, and the client's name is never sent to the AI.
- Directed AI agents to scrape the studio's old Squarespace website, then redesign it and host it on Cloudflare.
- Assisted the studio with setting up its new e-commerce system (WellnessLiving) on the website, moving every booking, store and gift card link over from Vagaro.

The Body Reflex, LLC, Stamford, CT – IT Lead

June 2024 – May 2026

- Oversaw all IT operations and digital systems to support day-to-day business continuity and growth.
- Worked within O365 for day to day support and other inhouse applications.
- Managed data integrity, privacy, and system security, including backups, user permissions, and security protocols.
- Designed, wrote, and maintained custom code to support internal systems, studio operations, and digital client experiences.
- Managed and maintained the company website, including functionality enhancements, security, content updates, and performance optimization.
- Implemented technology solutions that improved efficiency, customer engagement, and business workflows.

YUM! Brands, Irvine, CA - Project Coordinator/Service Desk Analyst

September 2022 - May 2024

- Acted as primary liaison between franchisees and internal departments, ensuring escalations were resolved quickly and accurately.
- Worked within Active Directory, Servicenow ticketing and Teamviewer for day to day troubleshooting.
- Delivered high-quality customer support via phone, email, and live chat, consistently maintaining strong service satisfaction.
- Built and managed tracking spreadsheets for software and vendor renewals, ensuring deadlines were met and contracts remained current.
- Documented and organized detailed records of support requests, escalations, and resolutions to improve process visibility.
- Reviewed quarterly period-end reports, tracking forecasts and variances to help identify spending trends and cost-saving opportunities.
- Assisted user training sessions, offering guidance on protocols and basic troubleshooting concepts.

EDUCATION

Associates Degree - Computer Information Systems - Orange Coast College – 2022

Certificate in Applied Digital Business – Multiverse - 2024

Certificate of Achievement Computer Information Systems – OCC - 2022