MICHAEL MCCLUNG

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CAREER OBJECTIVE

Results-driven operations leader and former software developer with a proven track record in optimizing field service management, dispatch operations, and technician performance. Combines technical expertise with process innovation to streamline workflows, reduce costs, and elevate customer satisfaction. Seeking to leverage a unique blend of technology and management experience to drive operational excellence and team success in a growth-focused service organization.

PROFESSIONAL EXPERIENCE

Self-Employed Dallas, TX
Property Manager *2025 – Present*

- Managed residential rental properties, tenant relations, leasing activities, rent collection, and vendor coordination.
- Coordinated maintenance, repairs, renovations, and inspections to preserve property value and tenant satisfaction.
- Tracked budgets, expenses, lease compliance, and property standards while improving operational workflows.

Affordable Air Dallas, TX
Lead Dispatch Manager *2025 – 2026*

- Directed daily dispatch operations, optimizing technician routes and reducing time/fuel costs by 20%.
- Managed permits, inspections, and compliance to ensure timely project delivery.
- Created and implemented company-wide SOPs for installations, service, and maintenance.

Poseidon's Elite Plumbing Inc. Dallas, TX
Onboarding & Operations Manager *2024 – 2025*

- Streamlined field operations using Service Fusion, doubling company revenue through scheduling and dispatch optimization.
- Assisted in job estimating and customer coordination for residential and commercial projects.
- Designed training programs that improved technician efficiency and customer satisfaction.

JP Morgan Chase & Co. Plano, TX
Software Developer II *2020 – 2023*

- Built a self-service communication platform using Spring Boot (Java 17), Angular, and Oracle, saving 1000+ developer hours.
- Integrated Elastic Stack for performance metrics and monitoring.
- Automated PaaS cloud deployments, reducing chargebacks by 64% through optimized application uptime.

Northrop Grumman Huntsville, AL
Software Developer Intern *Summer 2019*

- Contributed to the Integrated Air and Missile Battle Defense Command System (IBCS) project.
- Developed unit tests in Java 8, and worked in Linux/Cloud Foundry environments.
- Collaborated in Agile Scrum teams and technical stand-ups.

Global Technologies Integrators DFW, TX
Lead Programming Technician *2015 – 2016*

- Supported programming and system testing for defense applications.
- Gained experience in pair programming, unit testing, and Linux terminal operations.
- Collaborated in Agile Scrum teams and technical stand-ups.

TECHNICAL SKILLS

Languages & Frameworks: Java, Python, Spring Boot, Angular, Node.js, Cucumber
Architecture & Development: Micro-services, MVC, RESTful APIs, Web Development, CI/CD
Databases & Tools: Oracle, MySQL, Liquibase, Jenkins, BlazeMeter, Kibana, Grafana
Cloud & Infrastructure: AWS, GCP, Automation Tools
Collaboration & Project Tools: Jira, Confluence, Bitbucket, MS Office Suite

FIELD SERVICE MANAGEMENT SKILLS

FSM Software | Technician Dispatch | CRM & Field Service Tools | Customer Service
Budgeting | Estimating | Inventory & Vendor Management | Safety & Code Compliance

PROPERTY MANAGEMENT & REAL ESTATE OPERATIONS

Residential Property Operations | Tenant Relations | Leasing Support | Rent Collection
Maintenance Coordination | Vendor Management | Property Inspections | Budget Tracking
Repair Planning | Lease Compliance

EDUCATION

Texas Tech University Bachelor of Computer Science
May 2020

Richland College Associate of Science
Aug 2019