

MICHAEL ZONNEVELD

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Proficient and dynamic - with a proven track record in software development, IT support, and technical assistance. With a solid foundation in both the theoretical and practical aspects of information technology, I have demonstrated exceptional skills in developing and maintaining applications across a broad spectrum of tools and technologies. I value quality and well-designed systems and am always interested in understanding why something works or does not work for a party, an individual, or a machine.

PROFESSIONAL EXPERIENCE

Full Stack Developer, Piggy, Utrecht

03/2022 - 03/2024

- Enhanced the business dashboard, company website, and OAuth API, leveraging a technology stack that includes TypeScript, React.js, PHP, and Laravel. Focused on adopting a Server Driven UI to improve system adaptability, re-engineered CMS components for greater robustness, and significantly contributed to the development and integration of the Piggy PHP SDK while enhancing developer experience. Streamlined the migration from Doctrine to Eloquent ORM. Collaborated with cross-functional teams in an Agile setting to launch new website versions and improve user engagement.

Student Assistant IT in Education, University of Amsterdam

09/2020 - 02/2022

- Giving advice regarding IT systems (e.g., Canvas) and external software, ensuring teachers can process information about our online tools with visualizations and information organization. Helped teachers utilize digital tools during the COVID-19 lockdown to make the best of remote education.

Support Engineer, De Correspondent, Amsterdam

06/2019 - 08/2020

- Technical assistance, including diagnosing, troubleshoot software/hardware problems (e.g., macOS, Google Workspace). Implemented an inventory system to realize a structured overview of company belongings for the board. Hardware and software maintenance and investment. Responsible for employee onboarding/offboarding. Set up the videoconferencing software (Zoom) and tools for the whole company.

Editor/Trainee, Publistat, Amsterdam

12/2018 - 04/2019

- Media monitoring for companies in the Dutch financial sector. Quantitative and qualitative content analysis and writing reports. Filtering and interpreting relevant news items.

Operations and Customer Service, Tinker Travel, Amsterdam

07/2016 - 02/2017

- Responsible for planning and organizing airport taxi transport door-to-door. Customer support and communicating between taxi-driver and customers. Troubleshooting in times of calamity.

Sales Agent, Vandebroon, Amsterdam

11/2015 - 05/2016

- Sales, green-energy, improved sales technique regarding intonation and body language.

Contact Agent, 2Contact, Haarlem

01/2014 - 01/2015

- Career as a telemarketer, worked for Oxxio and XS4ALL. Developed customer-oriented communication skills and advanced sales techniques. Worked with multiple CRM systems.

EDUCATION

MSc Information Studies: Information Systems, University of Amsterdam **09/2020 - 01/2022**

- Completed my thesis analyzing Twitter data to advise companies on improving public engagement.

BSc Communication Science, University of Amsterdam **09/2016 - 07/2019**

- Conducted my thesis on media populism using automatic content analysis to examine people-centrism in Dutch newspapers. Also participated in the UvA minor in Programming, including CS50 courses from Harvard.

Commercial Economics, Amsterdam University of Applied Science **09/2015 - 07/2016**

- Specialization in marketing and sales.

Commercial Economics, Hague University of Applied Sciences **09/2014 - 07/2015**

- Received my propaedeutic diploma.

Senior general secondary education (HAVO), Sancta Maria Lyceum Haarlem **09/2007 - 07/2013**

SKILLS AND TECHNOLOGIES

Languages: JavaScript, TypeScript, PHP, and Python

Technologies: HTML, (S)CSS, Tailwind CSS, React, Next.js, Laravel, Git, JSON, MySQL, Doctrine, Eloquent, BitBucket, GitLab, GitHub, SPSS, Microsoft Office

Other: User Experience, Object-Oriented Programming (OOP), Databases, CI/CD Deployment, Full Stack Architecture, (Automatic) Content Analysis, Data Processing, Media Analysis, Customer Relation Management, Sales

PROJECTS AND EXTRA

Member of the Study Committee, Mercurius, University of Amsterdam **09/2016 - 07/2017**

Board Member Education Committee, Amsterdam University of Applied Science **09/2015 - 07/2016**

LANGUAGES

Dutch: Native Proficiency

English: Professional Proficiency

HOBBIES AND PERSONAL

- In my free time, I enjoy listening to music, caring for my plants, doing photography, and working on my own projects.