# Michael Satchell

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SN CSA/SECRET Clearance

**LinkedIn**

## Education

**Liberty University**
Lynchburg, VA
M.A. Visual Communication Design (2023)

**ServiceNow Cohort**
CSA (2023)

**Generation USA**
Web Developer Certification (2022)

**W3Schools**
Javascript Certification (2022)

**Saint Leo University**
Saint Leo, FL
B.S. Business Administration (2018)

**Community College of the Air Force**
Curriculum Writer Certification (2018)
Instructor of Technology and Military Science Associate Degree (2016)
Associate of Science Degree Technology and Military Science (2017)
Non Commissioned Officer Academy (2014)
Associate of Science Degree Fire Protection (2007)

## Technical Skills

ServiceNow
Javascript
Angular JS
React JS
Bootstrap
CSS
HTML
Srum
Github

## Profile

Aspiring ServiceNow platform developer. Air Force Veteran with an active Secret Security Clearance leveraging 20+ years of proven leadership/management/technical experience. Adept at leading teams in, a fast-paced environment. Possess a comprehensive background in evolving technical upgrades, employee relations, staff development, and carrying out operations in a strict timely manner. Utilizing a vast library of regulations and tech data. Career supported by a Master of Arts in Visual Communication Design and a Bachelor of Science in Business Administration.

## Experience

**Apprenticeship | Internship**  (Nov 2022 – Present)
*ServiceNow NextGen SkillBridge Program - Remote*

- Coupled with military transition and career skills training, the ServiceNow NextGen program allows active service members, veterans, and military spouses to smoothly transition from military service to the civilian workforce.
- Estimated date of completion: March 2023.

**Application Development project**:

- Operated as Scrum Master and developer to build a Remote request coordination app, called Dog Days with a team of developers in an agile development environment.

**Service Portal Project**:

- Built a service portal for an animal adoption agency that allows them to advertise, foster and home animals with new and existing families from an online environment.

**Apprenticeship | Internship** (June 2022 – Oct 2022)
*Generation USA Junior Web Development Program - Remote*

- Achieved completion of 350+ training hours in a 21-week Junior Web Developer program learning how web development works, from the fundamentals of JavaScript, computer programming, developer tools, Git version control, and problem solving needed to be successful as a web developer.

## Additional Roles

*United States Air Force (Dec 2002 - May 2023)*
**Battalion Chief, Fire Protection**  (Jan 2020-May 2023)

- The Fire Chief's representative in matters related to policy and procedure. Oversaw the protection and safety of 7 emergency response districts, 2 fire stations, 46 personnel and $5B in Department of Defense (DoD) assets.
- Developed base integrative tactical task force; combined police force and fire department to unilaterally sync high value safety and emergency operations.
- Command and Control for emergency operations; managed the on-scene safety, accountability and incident action plan/implementation of over 800 emergency response operations.
- Conformed manning and daily operational ready missions to meet National Fire Protection Association, Occupational Safety and Health Administration and Department of Transportation national standards and compliance.

## Certifications

**First Sergeant/Instructor, Non-Commissioned Officer Academy** (Nov 2015-Jan 2020)

- Accumulated over 6k teaching hours, instructing course ranging from Full-Range leadership development, conflict management, team building, change management, feedback, critical thinking, problem solving, Kirton's adaption-innovation theory and others. Achieved level I & II instructor teaching certification.
- Led a 15 person curriculum writing and implementation team to develop training validation standards, instructional lesson plans as well as both affective and cognitive domain objectives.
- Liason between Air Force Training Command and local school house to produce Air Force wide instructional certification and validation process used to certify new instructors.
- Oversaw the health, wellbeing and quality of life for more than 800 military students annually.
- Implemented security policies, programs, or procedures to ensure compliance with security policies and regulations.

**Inspection Officer, Office of the Inspector General** (Dec 2013-Nov 2015)

- Managed workplace Information Ops & computer systems; provides technical support and assistance for 9k employees.
- Moderated & validated base Management Internal Control Toolset system security groups; email distribution, share-point access, system rights & limits PII access.
- Managed 145K renovation project; sourced/installed 47 VOIP phones,  Modernized 62 workstations for 18 separate work sections.
- Architect for base inspection and management validation system; established protocols and software application instructions for 23 squadrons, preserved operation in support of base 45 million dollar pilot training program.

**Section Chief, Fire Protection** (Dec 2002-Nov 2015)

- Directed and implemented administrative programs and polices. Ensured sustained 24/7 365 operational readiness. Planned, directed and coordinated staffing and activities for fire, hazardous and emergency medical situations and personnel across 5 response districts.
- Taught and certified all DoD organizations/federal agencies (FEMA, NIMS) in Integrated Response, Deployability & hands-on cargo preparation.
- Negotiated, authored and implemented mutual aid agreement between Columbus Air Force Base and the City of Columbus, Mississippi. Assessed value of $2.6 billion dollars in city and military assets.