

Mark Mauro

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WORK EXPERIENCE

Associate IT Analyst II, Abercrombie & Fitch Co., New York, NY, July 2023 - Current

- Support business-critical eCommerce systems across cart, checkout, payment, wishlist, and order flows by analyzing backend service behavior, API responses, logs, alerts, and integration failures.
- Create automation scripts using Bash, Groovy, Python, and SQL to support data migration, environment validation, test data setup, and operational troubleshooting.
- Validate REST API integrations using Postman, JSON payload analysis, service logs, and environment-specific configuration across QA, preprod, ephemeral, and production environments.
- Contribute to database migration efforts by spearheading DB2 SQL exports, JSON transformation, Mongo/Cosmos DB imports, and regional data validation.
- Resolved Kubernetes readiness probe failures in Gitlab CI/CD by identifying missing Docker image startup logic and environment variable configurations, enabling automated promotion data seeding in lower envs.
- Document technical designs, assumptions, risks, API behavior, and validation plans for backend purchase-flow enhancements.
- Utilize Splunk and Dynatrace to monitor service health, analyze checkout/payment alerts, compare performance trends, and identify root causes across distributed systems.

IT Analyst Intern, Abercrombie & Fitch, Columbus, OH, June 2022 - August 2022

- Built a PowerShell script utilizing PowerCLI, SolarWinds REST API, and ServiceNow API to assist in associating company metadata to 2500+ VMware virtual machines.

IT Intern, FedEx, Memphis, TN, June 2021 - August 2021

- Designed and developed a B2E frontend onboarding tool & chatbot for new users on the Information Security site using Intro.js, jQuery, JavaScript, Python, HTML, CSS, and Oracle Digital Assistant.

EDUCATION

B.S. in Computer Science, Aug 2019 - Dec 2022, Montclair State University, Montclair, NJ

- **Achievements:** GPA: 3.8/4.0, Computer Club President, and Upsilon Pi Epsilon Honor Society Chapter President

SKILLS

- **Programming Languages:** Java, Swift, Python, JavaScript, HTML, CSS, PHP, SQL, C, Kotlin, Groovy, and Bash
- **Tools & Frameworks:** Spring Boot, React.js, Node.js, Git, GitHub, GitLab, MongoDB, Postman, Bootstrap, Next.js, jQuery, Netlify, Figma, Heroku, Xcode, and Android Studio

PROJECTS

- **Dearly** – Shipped a MVVM architected freemium iOS app for scanning, organizing, and preserving physical greeting cards, leveraging RealityKit, VisionKit, CloudKit, and StoreKit.
- **MKJJ Online Banking System** – Created a CRUD online banking web app in a group of four using PHP, HTML, CSS, and MySQL. Implemented both User and Admin capabilities. User can deposit, withdrawal, transfer, check history, and change settings. Admin can search records, modify transactions, and view requests.