

# Alexander Cooter

Full Stack Engineer

✉ alexandercooter@gmail.com

☎ 903-274-7699

🔄 alex-1c

🌐 alexcooter.com

## Skills & Knowledge

JavaScript, Node.js

React

React Native

Redux / RTK

Next.js

CSS

Java

Spring Boot

Python

Docker, Kubernetes

Git, Source Control

SQL / NoSQL

Figma

Photoshop

## EXPERIENCE

### Technical Support Engineer

Amplio

November 2023 - Present

- Prioritized and resolved incoming Tier 1 client support tickets via phone and email.
- Discovered root cause and reproduced Tier 2 customer issues, triaging and engaging engineering when necessary.
- Managed end to end implementation of technical onboarding for special education SaaS products including Clever and ClassLink configuration and administration for K-12 school districts.

### Support Developer

Coalfire

September 2021 - May 2023

- Developed vulnerability centralization, management, and analysis software using agile principles and methodologies cross functionally with multiple development and QA teams.
- Triaged and resolved Tier 2 client support tickets and developed solutions in response to client reported bugs and defects as part of the software development life cycle.

### Client Services Technician III

RedSail Technologies

November 2020 - September 2021

- Monitored and maintained an environment of 16+ Linux servers that were orchestrated together to build a data driven web application that enabled retail pharmacies and long term care facilities to analyze their data to make better business decisions.
- Provided technical and operational support for an application that gives pharmacies and long term care facilities the ability to track their medical deliveries from start to finish.

### Lambda School Team Lead

Lambda School

January 2020 - September 2020

- Mentored and guided a team of students through Lambda School curriculum.
- Facilitated daily team stand ups to analyze and assess project progress and outcomes.
- Conducted daily module and sprint one-on-one code reviews with team members.
- Served as first point of contact for team members' Lambda School support.

### Technical Support Assistant

Stephen F. Austin State University

February 2016 - December 2018

- Provided general help desk support and assistance to all faculty and staff.
- Maintained all classroom technology equipment for 5 program areas.
- Tracked inventory and deployed new systems in accordance with university standards.

## EDUCATION

### Lambda School - Full Stack Web Development

REMOTE

October 2019 - October 2020

### Stephen F. Austin State University

Nacogdoches, TX

August 2014 - December 2018

BA in Information Technology