

# Alexander Kent

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Full-stack web developer with a military tech background and SaaS startup experience. I bring a unique blend of discipline, innovation, and adaptability to my work. Earning a certificate in Full Stack Web Development from the Ohio State University College of Engineering Coding Boot Camp, I specialize in engineering responsive, intuitive applications with clean code. I excel in teamwork and creative problem-solving, seamlessly integrating my experiences in high-pressure environments with a passion for sustainable, efficient digital solutions.

## TECHNICAL SKILLS

JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React, Node, Handlebars, jQuery, Bootstrap

## EXPERIENCE

**UpLead, Covina CA, 2022-2023 Customer Support Manager** Established and led the entire Support Department. Key Accomplishments:

- Elevated the company's online presence by driving a 93% increase in positive G2 reviews during tenure as Support Manager.
- Conceptualized and executed an outbound campaign for case study identification, leading to a 185% sales surge due to enhanced sales collateral.
- Self-taught programming skills, allowing UpLead to close on a new type of custom deal. Marked by a monumental 5,520% increase over the average deal size.
- Optimized customer interactions by reducing the median response time on Intercom by 91%, improving from an average of 15 minutes to 1 minute and 20 seconds.
- Designed and implemented a comprehensive training program for Customer Support Agents, resulting in the seamless promotions from Tier 1 to Tier 2 positions.
- Successfully founded and transformed a previously unmanaged area into a structured department, currently managing both Billing and Customer Support, exemplifying leadership and organizational excellence.
- Architected the Customer Support Department from inception, collaborating closely with the CTO, engineers, and developers to devise robust troubleshooting and escalation protocols.
- Spearheaded ticket-to-resolution management, and personally handled Tier 3 troubleshooting via Zoom calls, ensuring customer satisfaction both pre and post-sale.

## **Nielsen TV Ratings & Computer Research 2021-2022 Membership Rep, Columbus OH**

Performed technical network inspections and conducted demographic surveys to enable local representation in the national TV ratings. Key Accomplishments:

- Technical proficiency significantly reduced the need for technician responses by a remarkable 84% reduction.
- Excelled in a self-directed working environment, doubling productivity levels and surpassing previous retention records by 286%
- Leveraged superior interpersonal skills to cultivate and strengthen relationships with potential and existing Nielsen Homes, resulting in a groundbreaking 98.9% retention rate within my assigned territory.

**OSU Wexner Medical Center 2019-2021 Patient Care Representative, Columbus OH**

Obtained diverse skill set, from clinical tasks to providing emotional support, underscoring my adaptability and dedication during a critical period in healthcare. Key Accomplishments:

- Selected to lead the training initiatives for all new patient care techs, instilling best practices and ensuring adherence to hospital protocols.
- Actively participated in the hospital's COVID-19 response, adapting to rapidly changing protocols and providing compassionate care under challenging circumstances.
- Worked closely with nursing staff and other healthcare professionals to deliver holistic patient care and respond to medical emergencies.
- Skillfully collected lab samples, including blood draws, playing a critical role in the timely and accurate diagnosis and treatment of patients.
- Diligently monitored and recorded vital signs every four hours, contributing to the effective management of patient health status.

**Starbucks Reserve Roastery 2012-2019 Coffee Master, Seattle WA** Cultivated deep interpersonal skills, and a passion for people. Key Accomplishments:

- Attained the esteemed title of Certified Coffee Master, a title and distinction held by less than 1% of Starbucks partners globally.
- Collaborated on a visionary project to distinguish the Reserve Roastery from the broader Starbucks Corporation, transitioning the Reserve Roastery into its own independent brand, Siren Retail.
- Led the development and implementation of inventory management processes from the ground up, enabling the Reserve Roastery brand to scale and expand its footprint worldwide.
- Spearheaded organizing and facilitating the training of an international team from Shanghai, China, ensuring that global standards for the Reserve Roastery brand were consistently upheld.

**United States Army 2008-2015 Sergeant/E-5, Columbus OH** Lead a team of brilliant Air Battle Management Operations Center soldiers, involving the operation and maintenance of air defense hardware, software, and radar equipment. Key accomplishments:

- Graduated as top student in class, earning the distinction of Honor Graduate for Military Occupational Specialty (MOS) training.

- Honored with the Army Commendation Medal (ARCOMM) in recognition of meritorious service during Operation Noble Eagle, a top national security mission.
- Demonstrated expertise in Linux-based command and control software, contributing to the effective management and deployment of air defense assets.
- Conducted complex programming and data management tasks for radar system hard drives, optimizing system performance and reliability.
- Successfully configured and managed local area networks for radar systems, enhancing communication and data transfer efficiency.

## **EDUCATION**

**Certificate, Full Stack Web Development, May 2024** – Ohio State University, OH

**Bachelor of Arts, Political Science, May 2019** – Arizona State University, AZ