

Alexander Clarke

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(814)-330-3612

Professional Summary

Service-oriented resolution analyst who applies creative approaches to solving complex problem sets. Adept at developing client relationships and well-versed in the information technology field. Passionate about quality and customer satisfaction with a record of consistently exceeding company goals.

Professional Experience

Resolution Specialist II

January 2020-Present

Wal-mart, Springdale

- Coordinate with external vendors to resolve various issues and provide appropriate response to application developers.
- Perform research and analysis for all complaints and recommend required actions.

02/2021 Promoted to: Tech Pod based on being top performer within the department.

- Analyze and research with Splunk to determine course of action with escalated technical issues. Report issues to Engineering team using JIRA ticketing system.
 - Train new agents and support current agents as a leader and SME within department.
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Skills

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- Research, Review, Data Analysis, and Troubleshooting
 - Leader, Clear Communicator, Team player
 - Fast, Continual Learner
 - Adaptive; Resilient to Challenges
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Education

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- Southern New Hampshire University 2020-2022
 - Bachelor of Science (Computer Science) - GPA- 4.0
 - Relevant Classes – Programming Languages, Operating Platforms, Software Development Lifecycle, Applied Statistics, Calculus
 - President's List – Spring 2020
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Competitions

National Cyber League – Cyber Skyline CTF Competition 2021

Technical Summary

Certifications: CompTIA Information Technology Fundamentals 2020

Platforms & Tools: Windows, Mac OS X, iOS, Android, Linux, JIRA, Splunk

Programming Languages: Java, Python, C++, HTML