

Alyssa Wendt

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Professional Summary

Software Engineer with 3 years of experience designing and delivering scalable web applications. Skilled in React, TypeScript, Java, and modern cloud-based development workflows. Experienced in building reusable components, integrating APIs, and optimizing system performance across both frontend and backend environments. Contributed to cloud migration efforts and enterprise platform modernization initiatives. Active U.S. Army Reserve IT Specialist with a Secret Security Clearance, bringing discipline, adaptability, and a mission-driven approach to software development.

Skills

Languages: TypeScript, JavaScript (ES6+), HTML5, CSS3, Java, Python

Frameworks & Libraries: React, Next.js, AEM, Sass, Node.js

Tooling & Build Systems: Webpack, Vite, NPM, Git, GitHub, Azure DevOps (ADO)

Databases: PostgreSQL, MongoDB

Testing & Debugging: Jest, JUnit, Chrome DevTools, Console Debugging

Development Practices: Agile/Scrum, Cross-Functional Collaboration, QA team collaboration

UX/UI & Design Tools: Figma, Jira, Performance Optimization

Infrastructure & Support: CI/CD Pipelines, Cisco CLI, Windows OS, POS Hardware/Software, Network Troubleshooting, Ethernet Cabling

Clearance: Active Secret Security Clearance

Professional Experience

Software Engineer

General Motors - Warren, MI | December 2022 - August 2025

- Designed and implemented reusable React and TypeScript components, integrating with enterprise APIs and backend services to deliver scalable features across multiple brand websites (Chevy, GMC, Buick, Cadillac).
- Supported the migration of legacy web applications to a cloud-based infrastructure, improving scalability, performance, and deployment efficiency.
- Contributed to backend development and system integrations using Java and RESTful services to enable dynamic content delivery and data consistency across platforms.
- Enhanced authoring and workflow tools with modern frontend technologies, improving usability and reducing publishing time for global content teams.
- Championed code quality through comprehensive unit testing (Jest, JUnit) and CI/CD pipeline support, maintaining 80%+ coverage and reducing pre-release defects by 15%.
- Authored detailed documentation and delivered technical walkthroughs, improving team onboarding and platform adoption efficiency by 30%.

Help Desk Representative

Little Caesar Enterprise - Detroit, MI | October 2018 - December 2021

- Delivered Tier 1 & 2 technical support for 4,400+ U.S. and Canadian franchise locations, improving reliability and uptime across distributed systems.
- Increased customer satisfaction from 88% to 96% by developing streamlined troubleshooting and escalation processes.
- Authored and maintained 100+ technical knowledge base articles in ServiceNow, reducing ticket resolution times by 25%.
- Trained and mentored new team members, improving onboarding efficiency and first-call resolution rates.

Information Technology Specialist (25B)

United States Army Reserve - Southfield, MI | June 2021 - PRESENT

- Installed, configured, and maintained secure communication and networking infrastructure in both garrison and field environments.
- Diagnosed and resolved software and hardware issues affecting routers, switches, workstations, and COMSEC devices under high-pressure conditions.
- Executed preventive maintenance and custom cabling (Cat5e/6), ensuring network reliability and uptime in mission-critical operations.
- Supported secure communications and mission-critical data systems, ensuring compliance with military and federal security protocols.

Education

General Assembly | Remote

JULY 2022 - OCTOBER 2022

Software Engineering Immersive

Full-stack software engineering immersive student in an intensive, twelve-week, 450+ hour Computer Science program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.

Fort Gordon Cyber Center of Excellence | Fort Gordon, GA

JULY 2022

Certification of Completion

Ferris State University | Big Rapids, MI

MAY 2018

Bachelor of Science (BS) Business Management