

Alexander Brooks

Customer service • Project management • Process automation •
Software validation • International team management

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Professional experience

Case manager	Magdala House - St. Louis, USA	June 2024 - May 2025
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- Comprehensive support and care for clients through the development and coordination of individual case plans.

Customer service	Magdala House - St. Louis, USA	May 2024 - June 2024
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- Ensure customer satisfaction while maintaining company premises and documents.

Application Engineer II	Legrand Wattstopper - Dallas TX, USA	Jul 2018 - Mar 2023
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- Management of automation and process optimization projects as well as development of technical control systems in close cooperation with customers.

Application Engineer I	Legrand Wattstopper - Dallas TX, USA	Jul 2018 - Apr 2021
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- Development of efficient control systems based on customer requirements and the creation of mechanical and electrical drawings.

Intern in the field of industrial engineering	United Parcel Service, Inc.	May 2017 - August 2017
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- Analysis and optimization of operational processes, including conducting time studies, resulting in a 15% increase in productivity.

Projects

Head of Quality Assurance	Creative storm	Aug 2023 - Sep 2023
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- Lead an international team to monitor and execute quality assurance activities for software products.

Solution architect	Legrand North America	Apr 2022 - Mar 2023
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- Leading an RPA initiative to optimize manual processes, from requirements analysis to initiating the development phase.

- Responsible for ideation, development, sourcing, marketing, sales and web development of Know Where, USA Ltd Co.

Training

Bachelor of Science - Petroleum Engineering

August 2013 - May 2018

Missouri University of Science & Technology, USA

- Speaker at the 2018 graduation ceremony and completed a semester abroad in Malaysia.

Language skills

German: Conversation**English:** native speaker

Competencies

Programming languages:

Python, JavaScript, SQL, R

Software & Tools:

AutoCAD, MS Excel, Git, GitHub

Web technologies:

React.js, Node.js, HTTP, API development, JSON

Automation & RPA:

Robotic Process Automation (RPA)