

# Caleb Allard

134 Elm st. Apt 6  
Worcester, MA 01609  
(718)314-2310  
allard.caleb@gmail.com

## Career Interests

I am a third-generation information technology enthusiast driven by a passion for innovation and problem-solving. My career aspirations revolve around a multifaceted approach encompassing software design, security, development, and comprehensive support.

With a solid foundation in supporting prominent clients facing complex data challenges, I bring extensive experience in navigating intricate data landscapes. This expertise has equipped me with a deep understanding of client-centric solutions and the ability to tackle diverse data-related issues efficiently.

Moreover, my proficiency extends to the dynamic realm of web application design and development, where I have honed my skills in crafting intuitive and responsive interfaces that elevate user experiences. I am adept at integrating cutting-edge technologies to build robust systems while prioritizing security measures to safeguard sensitive data and ensure system resilience.

Looking ahead, I am keen on expanding my impact by delving deeper into software design principles, leveraging my background to architect innovative solutions that push the boundaries of technological capabilities. I aspire to contribute to the development of secure, scalable, and user-centric software solutions that address evolving industry challenges.

My ultimate goal is to continue exploring the intersection of software design, security, and development, fostering growth within a collaborative environment that values creativity, innovation, and a commitment to excellence

## Skills

**Front-End Web Development:** Proficient in crafting dynamic front-end web applications using **HTML5** and **CSS3** with expertise in **LESS** or **SASS (SCSS)**, ensuring optimal user experience and visual appeal.

Skilled in leveraging **JavaScript** and **React** to develop responsive and interactive user interfaces, integrating seamless functionalities and enhancing overall user engagement.

**Back-End System Development:** Experienced in back-end development using **Python**, employing its robustness and flexibility to build server-side applications.

Proficient in **Node.js** with **Express framework**, utilizing **JSON**, **REST APIs**, and **GraphQL** to build scalable server-side applications.

Familiarity with **Java**, offering additional versatility and capabilities for backend development.

Proficient in working with relational database management systems (RDMS) such as **Postgres** and **MySQL**, ensuring efficient data management and retrieval.

Knowledgeable in **AI/ML** technologies, incorporating them into back-end systems to enable advanced functionalities and data-driven decision-making.

**Infrastructure, Deployment, and DevOps Tools:** Proficient in **Openshift** and **Kubernetes**, utilizing container orchestration for efficient management and deployment of applications.

Experienced in **Git** for version control, ensuring collaborative and streamlined development workflows.

Worked extensively with **AWS**, leveraging its services for scalable and reliable cloud infrastructure.

**Infrastructure and Deployment:** Advanced proficiency in **Linux** operating systems, utilizing its capabilities to optimize system performance and streamline development processes.

Proficient in **Docker**, adept at **containerizing** and deploying web applications, ensuring consistency across different environments and facilitating smooth deployment processes.

## Experience

March 2023 - Present

### **Persistent Systems, Lowell, MA** – *Senior Support Engineer*

- Offered strategic guidance and hands-on assistance to clients overseeing extensive data infrastructures, encompassing multi-terabyte operational datastores, sophisticated data warehouses, and intricate data lakes. These were all powered by advanced IBM software and data appliances.
- Provided adept troubleshooting and resolution support to key players in the banking, retail, and government sectors, addressing intricate technical challenges to ensure the uninterrupted flow of critical operations.
- Acted as a pivotal intermediary between clients and IBM's distinguished development engineers, orchestrating seamless collaboration to swiftly resolve complex technical issues and ensure optimal system performance.
- Delved deeply into client-specific requirements, delivering bespoke solutions and forward-thinking recommendations that markedly improved the robustness and efficiency of their data infrastructure.
- Applied comprehensive knowledge of client needs and IBM product capabilities to facilitate seamless integrations, optimizing the utilization of software and hardware resources to meet and exceed client objectives.

JAN 2021 - March 2023

### **IBM, Lowell, MA** – *Advisory Support Engineer*

- Provided level 2 advanced technical support to high-profile IBM customers for CP4DS, NPS, NETEZZA, IIAS database/data warehouse appliances.
- Investigated and provided in-depth RCA of complex issues, ensuring swift resolution and client satisfaction.

- Diagnosed and resolved replication, backup, recovery, and archive problems, improving system reliability.
- Conducted problem determination for Cloud architecture, Openshift, Kubernetes, RDBMS, and AWS EC2 instances, enhancing system stability.
- Developed Web and AI/ML applications tailored for support engineers and management, optimizing workflow and productivity.
- Mentored and trained new hires, facilitating the development of essential technical skills.

## Additional Leadership Experience

Serving as a Multi-Transmission System Operator/Maintainer (25Q) in the US Army NY National Guard, I led small teams responsible for maintaining and operating critical communication systems. This role not only enhanced my technical expertise but also developed strong leadership skills, equipping me to make sound decisions under pressure.

The military environment demanded adaptability, resilience, and a keen sense of responsibility, qualities that continue to shape my leadership approach. My experiences in the National Guard instilled a disciplined and mission-focused leadership style, which I am eager to bring to any team, fostering a culture of teamwork, adaptability, and success.

## Education

University of Phoenix, **Phoenix AZ** - Associates Degree in Information Technology