

Alessandro Gonzaga

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EDUCATION

Rutgers University

Bachelor of Science in Computer Science; GPA: 3.4/4.0

New Brunswick, NJ

August 2020 – May 2024

Relevant Coursework: Data Structures, Discrete Structures, Computer Architecture, Software Engineering, Design and Analysis of Computer Algorithms, Systems Programming, Data Science, Information and Database Management

EXPERIENCE

Network Engineer, Edge & Core Implementation

Verizon · Full-time

Jun 2024 – Present

Bedminster, NJ · Hybrid

- Leading automation efforts across Verizon's Edge sites nationwide, spearheading the successful migration of over 20,000 cabinets to a new database, representing over 10% of the national infrastructure.
- Led a team of contractors in manually building and configuring level 1 networking equipment across Edge sites nationwide, completing over 2,000 builds in August 2024 alone. Leadership responsibilities include task assignment, training, process development, process automation and issue resolution.
- Developed automation tools for generating host names and IDs from existing databases, reducing required time by over 50% and significantly lowering error rates compared to manual processes.
- Collaborated with engineers nationwide to address power, space, and cooling needs, fostering more open and efficient communication across regional and national teams.
- Worked with internal product owners, developers, and database engineers to address national points of need, including updating processes to reflect national standards, adding missing fields to internal tools, and obtaining tools for automation, validation, and analysis tasks.

Level 3 Supervisor, Office of Information Technology

Rutgers University

May 2022 – June 2024

Piscataway, NJ · On-Site

- Managed transition to a new organizational structure due to a merger with other Rutgers IT offices, helping reduce personnel costs by over 5%.
- Supervised and mentored Level 1, Level 2 consultants, and Level 2 Specialists, guiding their technical and professional growth, and providing training to over 200 consultants.
- Collaborated closely with full-time staff members on the resolution of IT issues and the management of work and consultants.
- Coordinated second-level support, addressing more complex IT issues escalated from Level 1 consultants, and provided application support for University data centers.
- Achieved the highest ticket resolution rate as a Level 2 Consultant, handling over 15% of all assigned tickets; reduced personal average resolution time by 20%.
- Improved workplace efficiency by creating a simple website for consultants, increasing productivity by 20%.

PERSONAL PROJECTS

Personal Portfolio Website (gnzaga.com) | *React, Tailwind CSS, Docker, Docker Swarm, Nginx, Cloudflare*

- Designed and developed a personal portfolio website using NodeJS, React and Tailwind CSS, showcasing my projects and professional experience.
- Self-hosted the website using Docker, with Nginx managing traffic routing on my home network, along with Docker Swarm ensuring high availability and scalability
- Utilized Cloudflare for DNS record management, ensuring reliable and secure access to the website.

Discord Bot | *Python, Asyncio, Discord API, Web Scraping, Docker, Docker Swarm, Ollama*

- Incorporated Asynchronous Programming to host adjacent instances of the Wordle game simultaneously, allowing for a 10x increase in the number of games played.
- Self-hosted using Docker and Docker Swarm, ensuring high availability and scalability.
- Integrated Ollama, a self-hosted LLM software, to enable users to access advanced language models such as Gemma 2, Llama3, Mistral, and other open-source LLMs through my personal compute cluster.

TECHNICAL SKILLS

Languages: Python, Java, C, SQL, JavaScript, HTML/CSS, Mojo, React, Tailwind CSS, Bash Scripting

Developer Tools: Linux, Git, Docker, Docker Swarm & Compose, Spring Boot, Postman, Jira, Nginx, Cloudflare