

# Jonathan Lukassen

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**Skills:** Python, Django, Node, BASH, SQL, PostgreSQL, AWS, Linux

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## EMPLOYMENT HISTORY

Alvaria - ACC Support

### Private Cloud Support Engineer

November 2020-April 2022

- Provide remote customer support for VIA cloud, Hosted, and Unified IP services and infrastructure. Including front end, customer facing issues, and back end changes using SQL Server.
- Coordinate with T2 for education and support. Restructure separated the team; I started a biweekly case review for new hires and T2. This is now the being used for the new class of VIA hires
- Document and report troubleshooting findings to Research and Development Team using JIRA as well as publishing the process in Knowledge Base

Mount Juliet Café

### Freelance Developer

August 2019 - November 2019

- Developed and supported [mountjulietcafe.com](http://mountjulietcafe.com) and related applications with JavaScript, CSS, and HTML5
- Collaborated with Store Owner to optimize customer promotional reach using social media
- Diagnosed and resolved issues with website, server, and third-party integration

ECPI – Work Study

### Software Developer

November 2018 – May 2019

- Developed an interactive game using a Tello Drone API, VB and Node
- Tested and debugged features each week for prospective student demonstrations
- Attended weekly meetings as technical lead and founding member of the Drone Club

Wells Fargo - Technology Connection

### App/Hardware SVT - Corp/Lending

October 2017 – April 2018

- Provided remote application, hardware, and network support for 300,000 core users
  - Achieved 97% in first call resolution, 7% above team goal
  - Specialized in Smart Station and terraform application support for external Investment Clients and internal Lending Department
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## EDUCATION

ECPI University – Richmond, VA

February 2017 – July 2020

### Mobile Development