

# Alex Jankowiak

Senior Technical Support Engineer

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I am a Technical Support Engineer with a background in Computer Science and a passion for development. I am always looking for new opportunities to learn and grow as a developer.

## Skills

### I'm familiar with

cPanel

4/5

Linux

3/5

Podman

3/5

Containers

3/5

HubSpot

3/5

Apache

3/5

Go

2/5

Docker

3/5

OpenStack

3/5

PHP

1/5

MySQL

1/5

Node.js

1/5

Astro

1/5

Tailwind CSS

1/5

Fedora

2/5

OSTree

2/5

### I want to learn more about

TypeScript

GraphQL

Kubernetes

Ceph

OpenTofu

Terraform

Ansible

## Experience

### Senior Technical Support Engineer

June 2024 - May 2025

Hyperstack | NexGen Cloud - Remote

- Develop Help Center integrations to support business operations.
- Create and maintain detailed support documentation for customer-centric solutions.
- Write and develop internal documentation and processes for efficient and consistent support.
- Encourage and facilitate knowledge-sharing amongst team members.
- Provide prompt and accurate assistance to end users.
- Investigate and resolve product issues encountered in production environments.
- Develop precise reproduction steps for issues in testing environments.
- Deliver comprehensive case reports to Development, including detailed analysis and identification of problematic code.
- Contribute to the development of internal tools using technologies such as Python, Go, TypeScript, Bash, and Docker.

Technologies:OpenStack, Ubuntu, CUDA, Docker, HubSpot, Node.js, Python, Go, Jira, Terraform, Kubernetes, Ceph, Ansible, TypeScript

### Technical Support Engineer II

January 2020 - April 2024

cPanel • Houston, TX

- Write and maintain support documentation for customer-driven solutions.
- Provide fast, accurate support to end users.
- Identify and debug product issues on customer systems.
- Create accurate reproduction steps in testing environments.
- Contribute to internal guides and documentation to promote knowledge sharing among team members.
- Deliver detailed casework to Development, including researched solutions where possible.
- Assist development of internal tools (Python, Go, Perl, Bash).

Technologies:Enterprise Linux, Ubuntu, Apache, NGINX, MySQL, PHP, PostgreSQL, Redis, Podman, Node.js, Python, Java, Apache Tomcat, Go, Perl, WordPress, OpenStack, Jira

### Barista

October 2018 - December 2019

Starbucks • Ann Arbor, MI

- Package and install Java into a variety of containers.
- Provide fast, accurate service to customers.
- Identify and debug product issues and customer complaints.
- Assist team members by proactively identifying needs and providing support.

Education

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Computer Science - Java and C++

Washtenaw Community College

September 2015 - December 2019