

Alex Jankowiak

Technical Support Engineer

Email: me@pixp.cc

Phone: 734 480 8565

LinkedIn: [alex-jankowiak](#)

Website: [pixp.cc](#)

GitHub: [PixPMusic](#)

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 already know

cPanel

4/5

Linux

3/5

Podman

3/5

Containers

3/5

Apache

3/5

Go

2/5

Docker

2/5

OpenStack

2/5

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

TypeScript

GraphQL

Kubernetes

Ceph

OpenTofu

Terraform

Ansible

Experience

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

Computer Science - Java and C++

September 2015 - December 2019

Washtenaw Community College