# **Alex Jankowiak**

**Technical Support Engineer** 

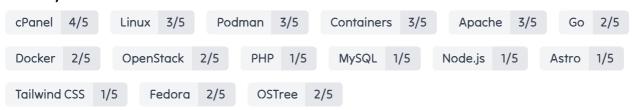
Email: me@pixp.cc LinkedIn: <u>alex-jankowiak</u> GitHub: <u>PixPMusic</u>

Phone: 734 480 8565 Website: <u>pixp.cc</u>

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



#### 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++

Washtenaw Community College

September 2015 - December 2019