

# 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  
Hyperstack | NexGen Cloud • Remote

June 2024 - May 2025

- 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  
cPanel • Houston, TX

January 2020 - April 2024

- 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  
Starbucks • Ann Arbor, MI

October 2018 - December 2019

- 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.

## Projects

### TheatreBot

December 2025 - now

TheatreBot is a Discord bot that enables a user to stream content from a headless browser to a Discord channel, allowing multiple users to watch the same content at the same time.

Repository: <https://github.com/PixPMusic/TheatreBot>

Technologies: TypeScript, Node.js

### Gopher Automate

December 2025 - now

Gopher Automate is an applet that runs in your menu bar, allowing you to automate tasks on your computer using one or more MIDI Launchpads.

Repository: <https://github.com/PixPMusic/gopher-automate>

Technologies: Go

### IaC Kubernetes Cluster

October 2025 - now

Github-CI-built Kubernetes cluster OS based on Fedora, using OSTree for containerized OS updates and using cloud-init for initial node setup.

Repository: <https://github.com/PixPMusic/fedora-bootc-k3s-controller>

Technologies: Kubernetes, Fedora, OSTree, Containers, Podman, Docker

### Portfolio

April 2024 - now

Forked from a fantastic starting place, [KonradSzwarc/Devscard](#), and lovingly maintained over the years to ensure it remains up to date with modern frameworks and tools.

Demo: <https://pixp.cc/>

Repository: <https://github.com/PixPMusic/portfolio>

Technologies: TypeScript, Astro, Bun, React.js, Tailwind CSS, Prettier

## Education

### Computer Science - Java and C++

August 2015 - November 2019

Washtenaw Community College

## Testimonials

### Timothy Rice

 [timothy-rice-45641329b](#)

Senior Infrastructure Engineer at Hyperstack

Alex has been absolutely amazing to work with. Alex always demonstrated an extremely high calibre of both technical excellence and leadership. I would absolutely hire Alex for just about any task, and I'm confident they would be able to handle literally anything I could throw at them.

### Cory McIntire

 [cory-mcintire-80905526](#)

Product Manager at cPanel

Working with Alex was always a pleasure, easy to talk through issues with, and always came with not just good information resulting from excellent troubleshooting, but would deliver solutions as well. That sort of commitment just isn't common and is a real asset to Alex's work, and would be an extremely beneficial asset to anyone lucky enough to have them on their team.