**Alex Lauderdale**

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**EDUCATION**

**EAST TENNESSEE STATE UNIVERSITY** (ETSU), Johnson City, TN

**Master of Science (in progress)** – Computing Department, **GPA: 3.9**

Concentrations: **Applied Computer Science**

Thesis Topic: “Utilizing Semantic Networks for Phenomenological Modeling of Fictional Narrative”

Selected Courses: Artificial Intelligence, Software Project Management

**Bachelor of Science** – Computing Department, Magna Cum Laude, May 2014

Concentrations: **Computer Science**, **Information Technology**

Accreditation: Computing Accreditation Commission (CAC) of ABET

Honors: Upsilon Pi Epsilon, Golden Key Honor Society

Selected Courses: Information Security, Android Development, Geography (Earth Science)

**WALTERS STATE COMMUNITY COLLEGE** (WSCC), Morristown, TN

**Associate of Science** – Mathematics, Magna Cum Laude, May 2014

Honors: 2013-2014 Outstanding Student Award – Mathematics, Phi Theta Kappa

**ACADEMIC PROJECTS**

**Nameless Stack Machine** (Designer, Developer), ETSU, Jan. 2019 – Present

* Architected and built an extensible stack machine and language interpreter, written in Java.
* Designed and tested a Turing-complete, Forth-like programming language with 100+ keywords.
* Efficiently leveraged object-oriented design patterns to facilitate easy extension of the language.
* Analyzed and evaluated the developed machine architecture as a prototype for a future project.

**Software Systems Engineering Team** (Technical Leader), ETSU,Aug. 2012 – May 2013

* Developed test-cases and performed white box and black box testing.
* Coordinated with other project leaders to ensure the integrity and consistency of the documentation.
* Gathered requirements, designed and provided oversight for the creation of relevant, interoperable classes.
* Designed and implemented classes in C# as part of a successful implementation in ASP.NET, MVC 4.0.

**Android Development Team** (Gameplay Developer),ETSU,Dec. 2012

* Developed backend classes and algorithms for an interactive puzzle game.
* Used proofing techniques to test and optimize algorithms mathematically.
* Applied skills in Java programming and discrete mathematics.

**INDEPENDENT PROJECTS**

**Dreamscape Text-Based Adventure Game** (Founder, Lead Developer), May 2006 – May 2014

* Designed and implemented a tightly integrated set of game-specific libraries and commands.
* Accepted and managed bug reports and feature requests from end users of the game software.
* Applied the principles of island theory to ensure a flexible and engaging storyline for players.
* Modified the source code of a multi-user game platform to implement additional features.
* Provided oversight and support for additional team members as the project expanded.

**WORK EXPERIENCE**

**Freelance Software Engineer**, Tzolkat Software and Consulting,May 2014 – Present

* Coordinated directly with clients to establish and validate software feature requirements.
* Applied Agile development principles to create and deliver robust software solutions, including:
  + Utilities for businesses operating in a virtual environment, such as vendors and unpacking scripts.
  + Scripting and sound effects for client products, such as texture appliers, animated candles and doors.
* Used modern SCM and time tracking utilities to ensure efficient product turnaround and accurate billing.

**Contract Tutor**,Tutor.com, Sept. 2018 – Present

* Worked in a fast-paced, online environment to deliver tutoring services to students nation-wide.
* Applied advanced problem-solving skills to quickly gain functional knowledge of unfamiliar material.
* Provided tutoring to students seeking help with programming and Microsoft Office software.

**Customer Care Agent Tier1**, SYKES,June 2019 – September 2019

* Provided a best-in-class phone support experience for customers subscribed to Intuit Quickbooks Online.
* Performed complex troubleshooting to find the cause of customer issues and bring about a resolution.
* Used Salesforce to track and document customer issues, ensuring the best issues resolutions possible.

**Tutor**, Student Tutoring, Walters State Community College, May 2014 – May 2018, Oct. 2018 – Present

* Provided tutoring for students in college level writing, mathematics, and programming.
* Provided tutoring and technical support for students learning Microsoft Office 2008 and later.
* Provided additional troubleshooting and technical support for students and staff as needed.

**Adjunct Instructor,** Computer Science Department, Walters State Community College, May 2018 – Aug. 2018

* Coordinated with other instructors to successfully deliver a free educational workshop for adult learners.
* Provided instruction to students towards reaching competency in Microsoft Windows and Microsoft Office.
* Designed assignments and provided feedback and one-on-one assistance to students via email.

**Teaching Associate,** Department of Computing, East Tennessee State University, Aug. 2016 – May 2018

* Provided instruction to students in the proficient use of Microsoft Windows and Microsoft Office.
* Provided feedback and one-on-one assistance to students via email and during scheduled office hours.
* Coordinated with other instructors to plan and implement a successful curriculum.

**INTERNSHIPS**

**Computer Technician**, IET, Walters State Community College, Feb. 2014 – May 2014

* Provided computer troubleshooting, support, and maintenance for college faculty and staff.
* Cooperated with other technicians to maximize the efficiency and overall effectiveness of support.
* Aided other technicians in reorganizing inventory to provide quicker access to supported hardware.

**PROFESSIONAL COMPETENCIES**

Software: Microsoft Office, Visual Studio, Salesforce, SourceTree, Photoshop, Substance Designer.

Languages: C, C++, Assembly (x86), Fortran, Java, C#, VB.NET, Python, JavaScript, SQL, PHP, HTML, CSS

OS: Linux (Debian, Ubuntu, Red Hat), Windows 10/8/7 and prior, MacOS, UNIX, Android, iOS

Methodologies: Agile (XP, Scrum), Unified Process (RUP, AUP), Spiral, Waterfall.

Attributes: Exceptional critical thinking, problem solving, analytical skills, good written/verbal

communication skills, strong mathematics and writing skills.

**COMMUNITY AND VOLUNTEER PROJECTS**

Second Life (Asset Creation / Scene Design / Scripting) 2014 – Present

Phoenix Firestorm Viewer Project (QA / Beta Testing) 2012 – Present

Dreamscape Roleplaying Group (Gaming / Text-based Roleplaying) 2004 – 2014

East Tennessee State University – Department of Theatre and Dance (Set Construction) 2011 – 2013

Gallery Magazine (Creative Writing) 2008 – 2009