Angela Hall

Chandler, AZ 85225
(480) 278-5022
angelarhall@gmail.com
LinkedIn/Angelarhall-phx

Systems and Software engineer with close to 9 years of knowledge in various industries. Knowledgeable about both operations and engineering practices with the ability to implement best processes for users.

EXPERIENCE

Strongmind, Chandler, AZ—DevOps II/Software Engineer
Dec 2019 - September 2020

- Set up and administer services through AWS. (**API Gateway**, **S3 buckets**, **Lambda**, **EC2 servers,** and **DynamoDBs**)
- Spearheaded set up and centralization of alerts using logging and metric tracking tools (**CloudWatch**, **Graphana**, and **PowerBI**)
- Create database queries to accurately update student information for state reporting (**MSSQL**, **Snowflake**, **C#)**

Carvana, Tempe, AZ— *Support/Software Engineer*
September 2017 to October 2019

- Led push to utilize project and issue tracking software to effectively communicate team priorities to stakeholders. (**Jira**, **Confluence**, and **Tableau**)
- Coordinated project management practices to track deployments and commitments. (**Agile**)
- Programmed the sites widely used APIs using Microsoft Stack. (**Azure Devops**, **C# .NET**, and **Asynchronous** architecture)
- Launched responsive front end pages. (**React**, **Angular**, **JQuery**, **HTML5**, and **CSS**)

Arizona State University, Tempe, AZ — *Data/Database Analyst*
September 2016 to April 2017

- Developed and deployed SSIS Packages (**SQL Server**)
- Administered and built CRM administration tools and services. (**Salesforce**)
- Prepared business specifications to request bug fixes, enhancements, and new features. (**SCRUM**)

Pearson Education, Chandler, AZ— *PowerSchool Technical Support Specialist*
September 2011 to January 2015

- Diagnosed hardware and software issues for all operating systems, web-based services, errors and other content issues. (**Powerschool**, and other **Pearson** based products)
- Trained staff and teachers about the student data administration processes. (**Training**)
- Decreased customer call backs and coached other members of the team on effective troubleshooting procedures. (**Metrics** and **Peer Coaching**)

EDUCATION

ITT Technical Institute — *Associate of Applied Science in Information Systems Administration*