ALEXANDER J. ENGELMANN

Phone: (678) 622-7224 | **Email**: alex.engelmann@gmail.com | San Francisco, CA
LinkedIn: linkedin.com/in/alex-engelmann **GitHub**: github.com/alex-engelmann
Portfolio: alex-engelmann.github.io/portfolio

SUMMARY

- Certified Full Stack Web Developer skilled in: Node.js, Express, MySQL, JavaScript, CSS3, HTML5, React, and more.
- Articulate Spanish-English bilingual communicator who uses problem-solving skills to build applications.
- Seven years' pharmacy experience bringing valuable knowledge from the health care, retail, and government sectors.

TECHNICAL SKILLS

Programming Languages: HTML5, CSS3, JavaScript, JSX
Libraries/Frameworks: React, Node.js, PostgreSQL, Express, MySQL, MongoDB, Handlebars.js, jQuery
Applications: Visual Studio Code, Postman, Git

PROFESSIONAL EXPERIENCE

PagerDuty   San Francisco, CA (remote)

Technical Support Specialist I   May 2020 – Present
- Taking all first line calls from customers and identifying technical, billing, marketing, and sales issues
- Successfully resolving customer emails and phone requests through the use of varied ticketing, content and task management tools (see below for details)
- Support Ambassador for 2 engineering teams, responsibilities included:
  - Working with partners from the product and engineering organizations to facilitate communication between teams
  - Communicating and documenting product changes for customers and the Support team
  - Analyzing customer feedback and bug trends to prioritize development
  - Owning the process of bug prioritization and communicating accordingly with product and engineering.
  - Reproducing potential bugs
  - Testing upcoming features by creating test cases and participating in bug bashes for the team
- Moderator for 3 API Training Sessions and booth host at PagerDuty Summit 2021
- Escalating more complex or time-consuming investigations to Tier 2/Engineering as appropriate
- Improving documentation and support by adding to our processes and documentation with my own suggestions and efficiencies
- **Technologies used**: ZenDesk Support, ZenDesk Chat, ZenDesk Talk, SQL, REGEX, Zuora, SumoLogic, Jira, Confluence, Postman, Salesforce, GitHub, Twilio, MailGun, HootSuite, UserVoice, Readme.io, WordPress, Terraform, Olark Chat, Looker, MindTickle, HighSpot

Digital Deployment   Sacramento, CA (remote)

Content Migration Analyst   October 2019 – May 2020
- Responsible for accurately migrating content from client websites. This involves analyzing and proofreading content, as well as ensuring aesthetic layouts, mobile responsiveness and accessibility on the new site.
- **Technologies used**: Proprietary Content Management System (CMS) based on Drupal

Walgreens Pharmacy   San Diego & Sacramento, CA

Staff Pharmacist   June 2012 – November 2019

EDUCATION

- **Full Stack Web Development Certificate**: UC Davis, Davis, CA
- **Doctor of Pharmacy**: UC San Diego, San Diego, CA
- **Bachelor of Science in Applied Biology**: Georgia Institute of Technology, Atlanta, GA

  o GPA: 3.68 / 4.00; Graduated with Highest Honors