

# Alex Federovitch

Portfolio - [www.alexfederovitch.net](http://www.alexfederovitch.net)  
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## Education

### **Bachelor's in Management Information Systems & Marketing**

University of Houston - Houston, TX

## Skills

### **Development**

JavaScript, Java, TIBCO Business Works, TIBCO Administrator, Oracle, SQL, HTML5, CSS3, Bootstrap, jQuery, MongoDB, MySQL, React JS, Node JS, Adobe Photoshop, Express.js, Git, Heroku, Handlebars

### **Quality Engineering**

Selenium, JUnit, TestNG, Spring Framework, Servlets, Java Server Pages (JSP), Agile, Scrum, STLC, SDLC, Test-Driven Development

### **Middleware**

Webmethods administration, TIBCO administration, TIBCO Business Works (BW) Designer, Unix administration

## Experience

### **Tutor (Part-time)**

Trilogy Education Services

June 2020 - Present

- Tutor students who are taking part in web development courses at leading universities around the country, including University of Texas, SMU, etc.
- Assigned students whom I assist through virtual tutoring sessions and coach in learning HTML, CSS, JavaScript, jQuery, Node.js, Express, MongoDB, SQL, React and other programming languages
- Develop the potential of and encourage growth in students as they work through the successful completion of projects and requirements for the course

### **Software Engineer**

HCL America – Frisco, TX

July 2019 – Present

- Maintained the existing projects and resolving the issues occurring in middleware for the client, Entergy.
- Monitored Webmethods servers to make sure necessary services were functioning normally and restarted services when needed.
- Monitored incident queue and maintained 99% on the response and resolution of the Service Level Agreement (SLA) saving HCL from the \$100,000 penalty if the SLA agreement was not met each month.
- Checked TIBCO middleware appnodes, and application logs to discover the cause of errors noted in incident tickets for Business Works applications and Adapter applications.
- Used SQL queries to check the TIBCO logs to find the status of transactions between applications interacting with the middleware.
- Perform troubleshooting, incident response, and patching in a timely manner.
- Create and maintain documentation for middleware installations, changes and upgrades.
- Identify and apply innovative technologies to update existing middleware.
- Develop and deliver code for the work assigned in accordance with time/quality and cost standards.
- Develop Change Management documentation for new projects.

**Quality Engineering Certificate Program**  
Platform by Per Scholas – Dallas, TX

January 2019 – April 2019

- Awarded entry into the Quality Engineering program sponsored by Cognizant Technology Services
- Trained to conduct Automation Testing in Agile environment
- Thoroughly tested in the Software Development Life Cycle, Software Testing Life Cycle, and Agile based Scrum methodology
- Technical application of Core Java and SQL were rigorously assessed with assignments and skill-based assessment tests.
- Created test scenarios, test cases based on functional requirements for projects
- Developed a home insurance app Case Study utilized a combination of the knowledge gained in the program.
  - Created an Oracle database consisting of 6 tables linked with Foreign Keys.
  - Developed the core of the app using Java.
  - Established a connection between the Java app and the Oracle database using JDBC.
  - Incorporated JSP Servlets to create the HTML user interface.
  - Tested the functionality of the app using Selenium.

**Certificate, Full Stack Flex Program**  
The Houston Coding Boot Camp – Houston, TX

April 2018 – October 2018

- A six-month intensive certificate program focusing on: HTML5, CSS3, Bootstrap, JavaScript, jQuery, Responsive Design, Node.js, Express.js, MySQL, MongoDB, Handlebars.js, React.js, C# / ASP.Net, Git, Heroku, Test Driven Development, User Authentication, and Computer Science Fundamentals.
- The Full Stack Flex Program by The University of Texas at Austin was a six-month intensive certificate program focusing on the MERN (Mongo Express React NodeJS) stack.
- Worked with client-side technologies: HTML5, CSS3, Bootstrap, JavaScript, jQuery
- Focused on server-side technologies: Node JS, React JS, Handlebars, Express.js
- Tested with weekly homework assignments formulated around the technologies covered in class.
- Collaborated with classmates for three class projects
  - Project 1 - Researched and implemented the YouTube API. Integrated Google Maps and Google Search Engine into the group's travel app.
  - Project 2 - Created SQL schema for user login and user data tables. Used Handlebars to create a graph based on the data accumulated in the user data table. Operated as the Git Master for this project, and was responsible for checking and approving pull requests for the group's fitness app.
  - Project 3 – Created Mongo DB schema and a React admin portal. Also designed the front-end layout for the group's oil well calculating app.

**Systems Support Specialist III**  
Texas Department of Family and Protective Services - Houston, TX

December 2007 – January 2019

- From 2010 until 2019 I resolved the most incident tickets among all DFPS System Support Specialist IIIs.
- Assisted with the systematic implementation of software and hardware upgrades that affected hundreds of workers according to state requirements.
- Expert with Enterprise usage of Apple iPhone configuration support: email, hotspot usage, VPN connection to agency network.
- Use BMC Remedy software to log user requested service incidents, saving the agency \$40 per user call to the Northrop Grumman Help Desk. I have created 863 incident tickets since the agency started using Remedy in October 2011, saving the agency \$34,520
- Consistently achieved 5-star reviews in customer surveys.
- Analyzed software, hardware, and operating system issues and provided solutions to users.
- Provided direct desktop support services to various agency personnel regarding hardware and software issues via telephone/remote access and in person, prioritizing those in critical areas.
- Tracked deployment of software and equipment to ensure security of access points and confidentiality of client information
- Coordinated scheduling deployment of software and hardware with agency staff
- Monitored logistical data and reported information to appropriate personnel
- Served as a consultant to similar support teams in other locations that needed help with implementation of new systems and streamlining workflow
- Worked with the Department of Information Resources to install new Cisco routers at agency sites
- Set up new fiber optic connections at agency sites
- Installed and tested new Juniper switches at agency sites
- Reimaged and configured agency tablet PCs, laptops and desktops for deployment to new users