ANDEN WICKSTRAND

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ASPIRING TECH PROFESSIONAL | CUSTOMER SERVICE EXPERT | FULL-STACK DEVELOPER

Driven 19-year-old computer science student and entrepreneur combining 3+ years of customer service excellence with self-taught full-stack development skills. Currently building SaaS applications while pursuing a formal CS education at SLCC before transferring to UVU in 2027.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, iOS, Linux
Development: Python, JavaScript, React, Node.js, SQL, HTML/CSS
Cloud & Tools: AWS, Git/GitHub, VS Code
Enterprise Software: Microsoft 365 Suite, Inventory Management Systems, POS Systems
Support Skills: Remote Desktop, Troubleshooting, System Documentation, User Training

TECHNICAL PROJECTS

Friesian Ranchwear | Production E-commerce Site | friesianranchwear.com - Built and deployed full e-commerce platform for existing business owner - Implemented Stripe payment processing, admin dashboard, and order management - Managing ongoing $300/month maintenance contract including email capture and DM auto-replies - Technologies: Next.js, PostgreSQL, Prisma, Stripe, NextAuth

ProxyStaff | Multi-Tenant AI Agent Server | github.com/andenwick/ProxyStaff - Built AI assistant server that processes requests and executes tools across multiple client tenants - Designed multi-tenant architecture with isolated environments per client - Implemented CLI interface for agent control and configuration - Technologies: TypeScript, Node.js, PostgreSQL, Prisma

EDUCATION & CERTIFICATIONS

Salt Lake Community College (SLCC) | August 2025 - Present
Bachelor of Science in Computer Science | GPA: 3.9
Relevant Coursework: Data Structures, Database Management, Networking Fundamentals, Web Development

Stansbury High School | Graduated May 2025

Certifications in Progress: - CompTIA A+ (Actively studying, exam scheduled Q1 2026) - Google IT Support Professional Certificate - Google Cybersecurity Certificate

Self-Directed Learning: - 300+ hours of programming education via Coursera, freeCodeCamp, and YouTube - Completed "Python for Everybody" and "SQL for Data Science" certificates - Active participant in online development communities and tech forums

PROFESSIONAL EXPERIENCE

AMAZON FULFILLMENT CENTER | Warehouse Associate | 2024 - 2026
Salt Lake City, UT - Processed 500+ packages daily with 99.8% accuracy using proprietary scanning systems - Collaborated

with 20+ team members to optimize workflow efficiency - Troubleshot scanner and inventory system issues, reducing downtime by 25%

WALMART | Online Pickup & Delivery Associate | 2023 - 2024

Stansbury Park, UT - Managed digital order fulfillment system processing 100+ orders per shift - Resolved customer technical issues with app-based ordering system - Trained 5 new associates on handheld device operation and system navigation - Achieved 95% customer satisfaction rating through effective problem resolution

SALT LAKE CITY INTERNATIONAL AIRPORT | Passenger Service Agent | 2023

Salt Lake City, UT - Operated multiple airline computer systems for check-in and boarding processes - Assisted 200+ passengers daily with self-service kiosk troubleshooting - Maintained composure during high-pressure system outages affecting 500+ travelers - Documented and reported technical issues to IT department for resolution

COLDSTONE CREAMERY | Customer Service Representative | 2022 - 2023

Tooele, UT - Delivered exceptional customer service in fast-paced environment - Processed 50+ transactions per shift with 100% cash handling accuracy - Demonstrated adaptability by learning new POS system in one day

QUICK QUACK CAR WASH | Service Attendant | 2021 - 2022

Tooele, UT (First Job at Age 15) - Showed initiative by securing employment at 15, demonstrating early work ethic - Maintained equipment functionality through basic troubleshooting - Provided friendly customer assistance with automated wash systems

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CORE COMPETENCIES

- **Problem-Solving Mindset:** Self-taught developer who identifies inefficiencies and builds solutions
- **Customer Focus:** 3+ years delivering exceptional service across industries
- **Technical Adaptability:** Quick learner who mastered multiple POS and inventory systems
- **Entrepreneurial Spirit:** Building SaaS businesses while maintaining full-time employment
- **Communication Skills:** Translate technical concepts for people of all skill levels
- **Work Ethic:** Started working at 15; maintained employment continuously for 3+ years

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REFERENCES

- **Dan Woods** | Global Head of Intelligence, F5 Networks | 480-370-3441
- **Cordell Wickstrand** | Controls/PLC Engineer at Hexcel Corporation | 385-235-1851