Andrew Atwood

PROFESSIONAL SUMMARY

Self-motivated and self-taught Junior Software Engineer with 6+ years experience in the IT domain that is seeking an opportunity with a growing organization that will utilize and enhance my knowledge in software development, as well as provide me with the essentials to expand my skillset.

WORK EXPERIENCE

Sift Media, Inc
11/2019 - 06/2022

- Provide Technical Account Management for new and existing customers and oversee customer issue resolution to maximize revenue and support Sales and Business Development
- Refine and manage customer technical support processes and update documentation as needed
- Provide direction into Product for future features and functionality that will reduce technical support requirement for customers

Neurotronics, Inc
06/2018 - 11/2019

- Provide Technical Support for new and existing customers with a significant focus on single call resolution to minimize downtime for system critical hospital equipment
- Primarily responsible for the onboarding, training, and guidance of new hires
- Led the process for architecting and implementing complex custom reporting for hospitals' sleep centers with a unified focus on a 99.9995% precision using proprietary reporting software

United States Navy
04/2015 - 09/2017

- Identified, tracked, and localized submersed enemy contacts during wartime engagements and training exercises.
- Primarily responsible for training and mentorship duties for new sailors stationed within Sonar Control
- Responsible for diagnosing and repairing highly classified, mission critical hardware and software in accordance with USN strict policies and procedures

References Available Upon Request

CONTACT

- ✉ Andrewsa1006@gmail.com
- ☏ (850) 590-5242
- LinkedIn Profile
- Github Profile

CERTIFICATIONS / TRAINING

- AWS Certified Cloud Practioner
- Modern JavaScript - from the Beginning
- JavaScript: Understanding the Weird Parts
- Learn and Understand NodeJS
- Ultimate Web Developer Bootcamp - 2021
- MySQL Bootcamp
- React - Front to Back
- React Native: A Practical Guide
- VueJS - The Complete Course
- Electron From Scratch
- The Complete Android N Devloper
- Scala and Functional Programming
- Everything you need to know about Frontend Frameworks

FRONT END

HTML   CSS   JavaScript

React   Vue   Electron

DATABASE

MySQL   Postgres

MongoDB

CLOUD

AWS   Firebase

BACKEND

NodeJS   Ruby