Alex Husky

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Experience

Product Professional

Dealer Spike LLC

May 2022 - Present (2 years)

This is the top-level of technical support in Dealer Spike. It handles complex issues that the other tiers of support cannot solve. This role is frequently brought in to consult with customers who are either at-risk or need technical consultation. The product professional is responsible for the Technical Support internal Wiki and ensuring that the Dealer Spike Technical Support is a learning organization. This role regularly works with Development to assist in product definition and communication.

Support and Web Development Team Lead

Dealer Spike LLC

Oct 2021 - Oct 2022 (1 year 1 month)

Technical Support Specialist - Tier II

Dealer Spike LLC

Jun 2020 - Oct 2021 (1 year 5 months)

As a Tier 2 agent, I was tasked with providing front-end website support to Dealer Spike VIP clients via telephone, email, and instant messaging. Like a Tier 1 role, I utilized front-end languages to troubleshoot, modify, and create webpages for existing websites on the Dealer Spike platform. Additionally, I review the code of my peers, in order to ensure quality and accuracy.

Technical Support Specialist - Tier I

Dealer Spike LLC

Apr 2019 - Jun 2020 (1 year 3 months)

I provided front-end web development support to Dealer Spike clients via telephone, email, and instant messaging mediums. I often utilize front-end development languages -- such as HTML, CSS/LESS, and JQuery/Javascript. This position also requires in-depth knowledge of a proprietary platform, professional-level communication, and critical thinking.

Education

Portland Community College

Associate's degree, Computer Information Systems

2016 - 2019

This degree is proof of my education in general Information Systems. I became acquainted with some programming/scripting languages, multiple computer concepts, and application design/planning strategies.

Portland Community College

Certificate, Web Application Development

This certificate is proof of my knowledge of front-end web application languages. These languages include: HTML, CSS, Javascript

Licenses & Certifications

JavaScript Algorithms and Data Structures - freeCodeCamp

Responsive Web Design - freeCodeCamp

Skills

HTML • Javscript • HTML5 • LESS (Stylesheet Language) • jQuery • Technical Support • Troubleshooting • React.js • Node.js