Alex Spaulding

Spokane, WA

Aspiring Software Engineer

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in LinkedIn Profile

⚙ GitHub Profile

EDUCATION

•Bachelor of Science (BS) in Computer Science *Mathematics Minor*

Eastern Washington University Expected May 2027

PROFESSIONAL EXPERIENCE

•Information Technology Specialist

Eastern Washington University, Cheney, WA Jun 2025 - Present

– Provide Tier I remote IT support to students and faculty, resolving issues with logins, password resets, internet connectivity, software, and hardware
– Manage support tickets using Freshservice and assist users via Webex phone support
– Collaborate with team members through Slack to ensure timely and effective issue resolution

•Information Technology (IT) Consultant

University of Montana IT Help Desk, Missoula, MT Sep 2020 - Oct 2020 | Oct 2024 - Jan 2025

– Provide Tier I phone support, resolving support tickets on TeamDynamix related to logins, laptops, printers, internet issues, software, account setup, and technical configuration
– Conduct weekly sprints to deliver on-site technical support to students and employees
– Implement and maintain automated system monitoring solutions

•Printed Circuit Board (PCB) Technician

Sunburst Sensors, Missoula, MT Jan 2022 - Mar 2025

– Manufacture autonomous instruments measuring marine and freshwater inorganic carbon parameters (CO_2 and pH) using patented drift-free technology
– Solder components to printed circuit boards (PCB), craft cabling, adapters, and battery packs to facilitate product shipping and power provision
– Optimize sensor calibration using statistical techniques

•Sales Associate – Seasonal

Men's Wearhouse, Missoula, MT Jun 2023 - Aug 2023

– Sized customers and sold tuxedos, suits, sport jackets, and wedding rentals
– Utilized strong sales skills to ensure every customer left with a purchase, whether it was a suit, shirt, or accessory, enhancing their shopping experience
– Utilized data-driven approaches to optimize sales strategies

•Apple Sales – Seasonal

Simply Mac, Missoula, MT Oct 2018 - Nov 2018

– Welcomed and assisted customers with professional support, sales, service, and phone repair
– Exceeded monthly sales quotas for Macs, MacBook Pros, iPads, and new/used MacBooks
– Provided technical support for applications and features

•Web Developer

Wheelbound Productions, Missoula, MT Apr 2018 - Sep 2018

– Provided personalized customer service to discuss business plans and website goals, resulting in the design of mobile-friendly dynamic websites
– Utilized JavaScript, HTML, CSS, and SASS to create engaging homepages featuring multi-parallax scrolling, animations, and interactive elements
– Integrated chat support and SEO optimization tools to enhance user engagement and search rankings

SKILLSET

Languages: JavaScript, TypeScript, Python, Rust, Swift, Objective-C, Java, Nix
System Programming Skills: Reverse Engineering, Operating Systems, Kernel Programming
Technologies & Tools: Artificial Intelligence (AI/ML), Cloud Computing & DevOps (Docker, Kubernetes, Terraform, CI/CD), Programming (Python, JavaScript, Java), Source Control (Git, GitHub, GitLab), Databases (SQL/NoSQL, Hadoop, Spark), Cybersecurity (Secure Coding, Pen Testing), API Design (REST, GraphQL, Swagger), Testing & Debugging, Agile/Scrum, Collaboration & Communication

REFERENCES

Available upon request.