



ALEX BICKHAM

ENGINEER & DEVELOPER

CONTACT INFORMATION

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PERSONAL PROFILE

Tech Aficionado & Problem Solver

With knowledge founded in software best practices & SOLID principles, I have expanded my skill set to the side of infrastructure & bridged communication between teams by developing alerting programs & automation

SKILLS / TOOLS

Languages: Java, C, C++, C#, Python, Powershell, PHP, MySQL, HTML, CSS(SASS), Javascript, jQuery

Process: Agile, Scrum framework, Waterfall

Tools: Active Directory, VMware, Jenkins, Chef, AWS, GIT, Github, GitLab

Frameworks: Laravel, Express, Vue, Vuex, Flask

OS: Windows, Linux, Mac

CERTIFICATES

AWS SOLUTIONS ARCHITECT CERTIFICATION

Completed: March 2020

EDUCATION HISTORY

CALIFORNIA STATE UNIVERSITY, NORTHRIDGE

Bachelor of Computer Science, 2018

WORK EXPERIENCE

SITE RELIABILITY ENGINEER

PennyMac Loan Services | 2018 – December 2021

- NewRelic SME & primary engineer leading migration from existing Nagios based monitoring system to a dynamic monitoring and observability
- Maintained internal Event Management system sourced in ServiceNow to handle reporting and automation of alert conversion to actionable tickets
- Developed automation scripts for existing processes to maximize up time
- Responsible for deployment and maintenance of Windows/Linux code changes through Jenkins, Chef, & Gitlab CI/CD
- Provide application Support for and Windows and Linux virtualized servers in AWS & VMware

SCRUM MASTER & FULL STACK DEVELOPER

META+ Lab. | 2016 – 2018

- Lead regular Agile Scrum ceremonies as part of weekly development cycle to assign and refine tasks
- Meet with clients and stakeholders for gathering needs and requirements and for regular application demos
- Coordinated with Product Owner to translate product requirements into development tasks
- Leveraged automated integration (Travis CI), unit testing and version control as part of development process
- Integrated RESTful APIs to retrieve from and submit to previously-established institutional databases
- Developed expressive and functional UI that dynamically loads data in response to user action

PROJECTS

NEWRELIC ALERT SYSTEM MIGRATION

- Acting Scrum Master leading migration from existing Nagios based monitoring system to a dynamic alert system based in NewRelic

TEN LETTERS OF LEADERS

- Developed a mobile web application to virtualize an existing paper-based system to track goals and measure progress on a week-by-week basis
- Represented development team as the Scrum Master in client meetings to demonstrate development progress, get feedback on design directions, and address outstanding questions from development team

INTERNAL MANAGEMENT SYSTEM (IMS)

- Developed an event-driven single-page web application to keep track of all business transactions and records for the Official Police Garages of Los Angeles. Addressed bugs and errors discovered during team and client-based user testing throughout development process on multiple features

