

# Alexander Robert Bickham

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## Education

California State University, Northridge | **Bachelor of Science - Computer Science**

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## Professional Experience

PennyMac Loan Services | **IT Operations Systems Engineer**

*May 2018 - Present*

- Created application and cross platform system monitoring using NAGIOS to integrate into Opsview and ServiceNow's Event Management
- Developed automation scripts for existing manual processes to maximize up time and minimize risk
- Received production/staging escalation to resolve via troubleshooting, communication, & subsequent updates
- Responsible for using and maintaining Commvault backup solution in order to ensure safety of sensitive data
- Responsible for deployment and maintenance of Linux code changes through Jenkins, Chef, & Gitlab
- Provide application Support for and Windows and Linux virtualized servers in AWS & VMware

META+LAB | **Scrum Master & Full Stack Web Developer**

*August 2016 – May 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

ServiceNow Ticket Creator

- Co-developed Powershell module to automatically create routine infrastructure maintenance tickets in ServiceNow with Google Sheet integration for centralized visibility and edits
- Utilized OAuth tokens to allow for seamless authentication independent of user or location

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

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## Skills

**Languages:** Java, C, C++, C#, Python, Powershell, PHP, MySQL, HTML, CSS(SASS), Javascript, jQuery  
**Frameworks:** Laravel, Express, Vue, Vuex, Flask  
**OS:** Windows, Linux, Mac

**Process:** Agile, Scrum framework, Waterfall  
**Version Control/Source control:** GIT, Github, GitLab  
**Design:** CQRS, Event Sourcing, Test-Driven Design  
**Tools:** Active Directory, VMware, Jenkins, Chef, AWS