

# Drew Casas

Full-Stack Developer

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## EXPERIENCE

### BMC Software, Austin, TX — Software Support Analyst

June 2019 - PRESENT

- Provided technical assistance and resolved software and system-related issues for customers using Control-M
- Collaborated with the development team to escalate complex issues and implement solutions, including patches and fix packs.
- Maintained detailed documentation of customer interactions, issue resolutions as well as contributing to our comprehensive knowledge base.
- Served as a Subject Matter Expert for specialty plugins such as our Automation API and REST API clients. This included staying updated with the latest Control-M features and industry cutting-edge technologies to provide efficient and effective support.
- Served as Swarm lead for 6 colleagues. Assisted in case queue management and collaborative troubleshooting.
- Assumed role on the customer-facing monthly webinar team, both as an organizer and presenter. Created and edited educational video demonstrations of software internal processes and features.

### ComTec Solutions, Rochester, NY — Network Support Technician

January 2016 - December 2016 (Internship)

- Conducted proactive monitoring, maintenance, and troubleshooting of client infrastructures
- Worked closely with clients to identify and implement solutions that aligned with business requirements and goals.
- Installed, configured, and managed hardware, software, and network components according to client needs and industry standards.
- Oversaw the testing and assisted in implementation of Microsoft Exchange Server 2016 in customer environments

## EDUCATION

### Rochester Institute of Technology, Rochester, NY B.S. Network Security and Systems Administration

### University of Texas San Antonio, San Antonio, TX Full-Stack Development Certification Course

## PROJECTS

### Project Tracker

Java application for manipulating MySQL DB using JDBC. Served as a tool for RIT faculty and students to track capstone projects within the Information Sciences and Technology department

### E-commerce Site

Marketplace MERN application with login and personalized shopping cart

### Personal Portfolio

My personal website, built using React. Additional projects can be viewed with the following link: <https://drewcasasportfolio.netlify.app/>

## LANGUAGES

JavaScript  
HTML  
CSS  
Java  
C++  
Python  
Perl  
SQL  
BASH  
PowerShell

## SKILLS

React.js  
Node.js  
Express.js  
jQuery  
Bootstrap  
Tailwind  
SemanticUI  
MongoDB  
Windows Server  
Linux/UNIX  
Cisco Routing and Switching  
Fluent in Spanish

## LINKS

-  <https://github.com/drewhouses/>
-  <https://twitter.com/drewhouses>
-  <https://www.linkedin.com/in/drew-casas-1b38b4a4/>