

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-related issues for customers
- 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.
- Stayed updated with the latest Control-M features and industry cutting-edge technologies to provide efficient and effective support.

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

January 2016 - December 2016

- 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.

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 Course*

PORTFOLIO

<https://drewcasasportfolio.netlify.app/>

LANGUAGES

JavaScript
HTML
CSS
Java
C++
Python
Perl
SQL

TECHNOLOGIES

React.js
Node.js
Express.js
Bootstrap
Tailwind
SemanticUI
MongoDB
MySQL
JDBC

LINKS

 <https://github.com/drewhouses/>

 <https://twitter.com/drewhouses>