

Joshua Anderson

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PROFESSIONAL SUMMARY

I am a dedicated and results-oriented Support Engineer with over 4 years of experience in deploying, maintaining, and improving solutions in robotics and remote operations. I have demonstrated success in technical support, project management, and software development with a passion for advancing in DevOps and system administration. I am a proactive learner committed to continuous improvement and innovation in automation and reliability engineering.

WORK EXPERIENCE

Phantom Auto

Support Engineer

Remote / South San Francisco, CA

07/2022 - 03/2024

- Led deployment of remote-operated forklifts to full operational status in one day. Authored documentation slashing troubleshooting time by 50%.
- Enhanced customer and operational support, utilizing Jira for efficient issue tracking and resolution, improved by dashboards tracking bug resolution metrics.
- Developed and launched a Slack bot for automated customer support, cutting troubleshooting time by 70%. Documented workflows in Confluence, boosting team efficiency.

Starship Technologies

Service and Deployment Technician

Fairfax, VA / Mountain View, CA

01/2018 - 06/2022

- Oversaw 60+ delivery robots, maintaining >90% fleet health across various sites, with Jira instrumental in rapid issue resolution and minimizing downtime.
- Innovated a web-based ticket printer for RMA processes with HTML, CSS, and JavaScript, enhancing repair efficiency by 20%.
- Authored Confluence documentation on repair/installation protocols, streamlining procedures and elevating team knowledge sharing.

SKILLS & INTERESTS

Software Development: Python, JavaScript, HTML, CSS | **DevOps:** Docker, Linux, Git, CI/CD with GitHub Actions

Project Management & Documentation: Proficient in Jira for issue tracking and agile project management. Experienced in using Confluence for creating, organizing, and sharing documentation.

Data Management: SQL, Prometheus, Grafana | **Interests:** DevOps automation, Robotics, Homelab for VMs, game servers

EDUCATION

- *Bloc.io* - Software Developer Track 2016-2019
- *Self Study* - DevOps 2023 - Present

PROJECTS - A selection of key projects showcasing my technical skills and creativity

[Github](#) | [Personal Portfolio](#) | <https://www.joshanderson.dev/> |

CS-Butler - JavaScript Slackbot for Streamlined Support

- Developed a Slack app for automated support, improving team coordination and workflow efficiency using JavaScript, Slack API, JIRA API, and Opsgenie API.

Cloud-Native Blogging Platform (In Progress)

- Building a blogging platform with Docker and Kubernetes on AWS; focusing on CI/CD (GitHub Actions), monitoring (Prometheus/Grafana), and IaC (Terraform).

Game Server Cluster Deployment (In Progress)

- Automating Minecraft server deployment with Ansible and Terraform for Kubernetes. Implementing Prometheus and Grafana for real-time performance monitoring.