Joshua Anderson

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PROFESSIONAL SUMMARY

Dynamic Technical Support Engineer with over 6 years of experience specializing in Jira, Confluence, fleet health management, and robotics. Proficient in deploying and maintaining complex systems, scripting, and data analysis. Adept at working cross-functionally with engineering, product, and design teams to implement innovative solutions. Committed to enhancing operational efficiency and customer satisfaction through automation and continuous improvement. Experienced in end-to-end project management, machine learning model optimization, and integrating user feedback to drive improvements.

WORK EXPERIENCE

Phantom Auto   **Remote / South San Francisco, CA**
Support Engineer   *07/2022 - 03/2024*

- Led the deployment of remote-operated forklifts to full operational status within one day, demonstrating expertise in Unix/Linux OS configuration and optimization.
- Provided 24/7 on-call support, managing and resolving tickets to ensure high availability and minimal downtime for critical software services.
- Enhanced customer and operational support utilizing Jira for efficient issue tracking and resolution, improved by dashboards tracking bug resolution metrics.
- Actively participated in patching and upgrading Unix/Linux operating systems to maintain security and performance.
- Diagnosed and resolved critical network issues within the Linux kernel space, configuring and optimizing network parameters on remote-operated forklifts.
- Authored and maintained extensive documentation for knowledge base and troubleshooting guides.
- Worked closely with customers from end to end, ensuring seamless deployment and support for remote-operated forklifts.
- Gathered and analyzed user feedback to identify areas for product improvement, enhancing overall user satisfaction and experience.
- Managed the end-to-end development and deployment of CS-Butler, a sophisticated Slack bot designed to automate support processes and significantly enhance team coordination and workflow efficiency.

Starship Technologies   **Fairfax, VA / Mountain View, CA**
Service and Deployment Technician   *01/2018 - 06/2022*

- Managed and supported over 60 autonomous delivery robots, ensuring system integrity and operational efficiency with hands-on deployment and immediate technical troubleshooting.
- Provided fleet-wide support for OTA updates, ensuring all robots and IoT devices critical to system operations were updated seamlessly to maintain optimal performance and security.
- 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.
- Accessed autonomous robots via SSH to perform updates, edit configurations, and manage package installations on Linux-based systems.

SKILLS & INTERESTS

- **Software Development:** Python, JavaScript, HTML, CSS, APIs, Postman, VSCode, JSON
- **Robotics & Automation:** Maintenance, Diagnostics, Troubleshooting, Configuration
- **Hardware & Networking:** Replacement, Network Configuration, Firewalls, IP Networking, WiFi Networking, GPU Acceleration
- **System Administration:** Linux Administration, Docker, Unix/Linux OS configuration and optimization, Bash
- **DevOps & CI/CD:** GitHub, Git, Kubernetes, Docker, AWS, Ansible, Terraform, GitHub Actions

- **Cloud & SaaS:** Google Cloud, Cloud Applications, SaaS
- **Project Management & Documentation:** Jira, Confluence, Account Management
- **Data Management & Monitoring:** SQL, GraphQL, Prometheus, Grafana
- **Problem-Solving & Support:** Customer Support, Team Collaboration, 24/7 on-call support, Communication Skills
- **Interests:** DevOps Automation, Robotics, Homelab for VMs, Game Servers, Machine Learning

EDUCATION

- *Bloc.io - Software Developer Track*   *2016-2019*
- *Self Study - DevOps*   *2023 - Present*
- **Pursuing DevOps through hands-on projects using Docker, Kubernetes, AWS, Ansible, Terraform, GitHub Actions, and monitoring with Prometheus and Grafana in a homelab and Google Cloud environment.**

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 | Phantom Auto

- Engineered CS-Butler with a team of 4. A sophisticated Slack app designed to automate support processes and significantly enhance team coordination and workflow efficiency. Integrated Slack API, JIRA API, and Opsgenie API to create a highly efficient support bot, facilitating automatic ticket creation, prioritization, and notification processes. Employed Git, GitHub, and GitLab for comprehensive source control management, adopting a robust CI/CD pipeline for continuous testing, integration, and deployment of new features and updates. Managed the project end-to-end, ensuring timely delivery and customer satisfaction.

Dockerized Service Panel - Dockerized Service Panel for Services and Community Interaction

- Deployed the automation of game servers and Discord bot deployments by creating a Dockerized environment for Pterodactyl and Wings. Configured network requirements utilizing Traefik as a reverse proxy, enabling dynamic routing and load balancing. Implemented Let's Encrypt for SSL certifications to secure all communications and protect user data. Successfully deployed multiple game servers and Discord bots using this service, demonstrating the capability to manage and scale gaming services effectively.

Gemini Bot for Discord - Leveraging Google's Gemini API for Conversational AI in Discord Channels

- Developed an interactive Discord bot using JavaScript and Node.js, integrating Google's Gemini API to enable rich, conversational experiences within Discord channels. Containerized and deployed the application using Docker. Implemented continuous integration and deployment with GitHub Actions, facilitating automated testing, integration, and deployment workflows.