

# JORDAN TEHRANCHI

Laguna Niguel, California

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## Education

### Colorado School of Mines

Aug. 2019 – Dec 2021

*Bachelor of Science in Computer Science (Magna Cum Laude)*

*Golden, CO*

## Technical Skills / Certifications

**Languages:** Python, Java, C, C++, HTML/CSS, JavaScript, TypeScript, SQL, Bash

**Tools:** Kubernetes, Docker, Git, PostgreSQL, MySQL, MongoDB, Jira, Trello, VMWare, Ansible

**Technologies/Frameworks:** Linux, AWS (EC2, S3, ELB), Jenkins, JUnit, React, Express, NodeJS, Scikit

**Soft Skills:** Technical Writing, Public Speaking, Leadership, Entrepreneurship, Teamwork, Problem Solving

**Certifications:** Autonomous Cloud Endorsement (Dynatrace), Dynatrace Associate Certification

## Professional Experience

### Dynatrace

January 2022 – Present

*Software Consultant*

*San Mateo, CA*

- Monitor the performance and availability of customer's critical applications using Dynatrace UI and OneAgent monitoring system (REST API, Postman, Linux).
- Ensure the health of customer's APM deployment and production software with necessary service offerings (Dynatrace Support, Slack, Zoom).
- Maintain and enhance dashboards and reports using Dynatrace UI to meet IT and business users' requirements.
- Identify key "Business Modeling" ecosystem integration and automation opportunities (e.g reporting, alerting, dashboards, SLAs).

### Innovative Practical Solutions LLC

August 2020 – Present

*Technical Consultant*

*Laguna Niguel, CA*

- Oversee the daily performance of IPS website and managed users with Google Workspace Admin Portal.
- Contribute to UX of the website and update product descriptions (Google Workspace, Figma, Photoshop).

### Colorado School of Mines Mechanical Engineering Dept

May 2021 – August 2021

*Software Coder + Hardware Interface Intern*

*Golden, CO*

- Debugged and repaired functionality of Power Bed Fusion code (C++); managed UI and design of the desktop application (Powder).
- Repaired hardware and ports of Powder Bed Fusion components (Build Plate, Material Delivery, Galvanometer, Laser).
- Drafted final report with guidance on operating Power Bed Fusion, component structure, and repair guidance of different pieces.

### HomeAdvisor

August 2018 – July 2021

*Full-Stack Software Development / Desktop Support Intern*

*Golden, CO*

- Mitigated 20,000 NullPointerExceptions/day from occurring on internal CRM web application, helped upgrade UI components from version 1.0 to 2.0 and improved performance metrics of page (Java, Groovy, JavaScript).
- Labeled frequent production issues and improvements within existing software using Kanban boards to prioritize requirements, and CI/CD (Jenkins) sandboxes/pipelines to rapidly test and repair.
- Worked in full-stack agile environment with daily stand-ups, user stories (Jira), and product demo presentations.
- Set up equipment for employee use, performed and ensured proper installations of cables, operating systems, and proper software using Microsoft SCCM and Active Directory.

## Projects

### Hubspot Integration | PHP, JavaScript, Jira, RESTful API

May 2021 – June 2021

- Was in charge of Capstone project team of 4 members as a Scrum Master, and led back-to-back communication between client company Datava and Colorado School of Mines stakeholder.
- Collaborated with team members using GitHub and daily stand-up meetings to assign tasks/duties (Jira).
- Helped implement Hubspot Custom Objects into Datava with PHP and integrated JavaScript UI and SSO using OAuth 2.0 for login to Datava databases.

### ProductiviTree | React Native, Flutter (Dart), Figma

October 2020 – March 2021

- Founded entrepreneurial, mobile-based startup team of 5 members for a dynamic and event-priority based calendar application: led as Founder and Front-End Developer.
- Assisted in development of the front end of a mobile application for iOS/Android using Dart and the Flutter framework.
- Was in charge of survey and app utilization metric collection and data analysis, in addition to potential stakeholder expectations.