Jordan Tehranchi

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Laguna Niguel, CA

EDUCATION

Colorado School of Mines, Golden CO　　　　　　　　　　　　　　　　　　Aug 2019 - Dec 2021

Bachelor of Science (B.S.) Computer Science (Magna Cum Laude)

PROFESSIONAL EXPERIENCE

DYNATRACE, San Mateo CA　　　　　　　　　　　　　　　　　　　　　　　Jan 2022 – Present

Software Consultant

- Monitor the performance and availability of customers' critical applications using Dynatrace UI and OneAgent monitoring system.
- Enhance customers' APM reliability by supplying automation processes in their recurrent tasks.
- Ensure the health of customers' APM deployment and production software with necessary service offerings.
- Maintain and enhance dashboards and reports using Dynatrace UI to meet IT and business users' requirements.
- Support customer staff in troubleshooting and diagnosing performance issues.

INNOVATIVE PRACTICAL SOLUTIONS LLC, Laguna Niguel CA　　　　　　　　Aug 2020 – Present

Technical Consultant / UX Designer

- Oversee the daily performance of IPS website and keep details/products up to date using Google Workspace Admin Portal.
- Manage UX and creative design of the website and update product descriptions (Google Workspace, Photoshop).

COLORADO SCHOOL OF MINES MECHANICAL ENGINEERING DEPT, Golden CO　　May 2021 – Aug 2021

Software Coding + Hardware Interface Intern

- Debug and repair functionality of Power Bed Fusion code (C++); managed UI and design of the application (JavaScript, Powder).
- Repair hardware and port management of Powder Bed Fusion functions (Build Plate, Material Delivery, Galvanometer, Laser).

HOMEADVISOR, Golden CO　　　　　　　　　　　　　　　　　　　　　　July 2018 – July 2021

Software Development Intern

- Modified existing software to fix errors on the internal CRM page, to upgrade sub-page interfaces, and improve performance.
- Developed seamless and in-depth documentation of fixes for repetitive software issues (e.g., Null-Pointer) based on Sumo logs.
- Worked with end-users and other departments on project status, user stories, and technicalities, such as software design/test.

Help Desk / Desktop Support Intern

- Set up equipment for employee use, performing and ensuring proper installations of cables, operating systems, and proper software using Microsoft SCCM and Active Directory.
- Installed and performed repairs to hardware, software, or peripheral equipment, using IT documentation from Confluence page.

SKILLS & EXPERTISE

Programming Languages – Python • C++ • C • Java • JavaScript • Typescript • PHP • R • Dart • OCaml • React • JSX • SQL
Scripting/Other Languages – PHP • jQuery • Bash • Groovy • HTML • CSS
Cloud Platform – Amazon Web Services (AWS) • Azure • Google Cloud Platform
DevOps/Monitoring Tools – Docker • Kubernetes • Ansible • VMware • VirtualBox
Agile/SCM Tools – Git • GitLab • GitHub • Gitea • Jira • Trello • Notion • Slack • Jenkins • Maven • Keptn
Databases – MySQL • PostgreSQL • Microsoft SQL Server
Web/App Servers and API Tools – Apache Tomcat • Nginx • Spring Framework • Postman • JMeter • RESTful API
Network Protocols – TCP/IP • DNS • DHCP • FTP • SMTP • Routers/Switches
Operating Systems – Linux • Ubuntu • UNIX • macOS • MS Windows • Android • iOS
Other Skills – Technical Writing • Investing • Social Psychology • Public Speaking • Data Analysis • Entrepreneurship • Communication

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CERTIFICATIONS/MEMBERSHIPS/AWARDS

Certifications - Autonomous Cloud Endorsement (Dynatrace) • Intro to PHP for Web Dev • The Complete Java Certification Course
Memberships - Hedge Fund Association (HFA) • PATHS Computer Science Committee • Tau Beta Pi Committee • NSHSS
Awards - Dean's List (CSM) • C-MAPP Partner with Salesforce • CareerWise Colorado Junior Coder Award (3+ Years) • Cum Laude