Max Alasadi

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EDUCATION

California State University, Monterey Bay   **August 2015 – May 2019**

- BS in Computer Science.

EXPERIENCE

Jr Software Developer / FreightOn / Remote Position   **May 2019 – August 2019**

- Building APIs for the FreightOn platform where I used my knowledge in PHP, MySQL, JSON, HTML, CSS, Angular, and other technologies.
- Testing the APIs for different user scenarios and making sure the results are accurate.
- Following the response design assigned to me by the lead architect.

Software Support Specialist / Insight Global / Austin, TX   **November 2020 – Present**

- Working with CORRIDOR, an aviation service ERP software.
- Helping to verify, reproduce, and investigate reported software issues in order to provide a solution or escalate to the appropriate team.
- Utilizing the Zendesk ticketing system to respond to incoming issues.
- Performing data updates using SQL scripts.
- Writing SQL queries to generate custom reports for aircraft maintenance facilities.
- Using Jira to report and document software issues.
- Creating support documentation and knowledge base articles for external customers and internal employees.