**Genius Admin** – Gatekeeper and Support for Genius Bar Repairs

*Apple, May 2013 – February 2018*

* Performed queries in store’s repair database to manage repair queue
* Maintained part allocation in SAP
* Mitigated part variances using MS Excel macros
* Worked with internal departments to find sound customer solutions
* Processed repairs using internal applications
* Audited repair queue to eliminate errors and maintain organization
* Communicated to team emerging issues, new initiatives, and best practices

**Associate Software Developer** – Microsoft Dynamics NAV Developer

*Rand Group, February 2018 – November 2018*

* Performed scalable dev to clients’ MSDN in C/AL
* Maintained and followed company coding standards and procedures
* Wrote technical specifications for client enhancement requests
* Routinely staffed QA with senior developers
* Developed and performed unit testing
* Debugged using NAV IDE debugger

**Associate Software Engineer** – Backend Engineer

*Alert Logic, November 2018 – Present*

* Work on a team of engineers using a microservice architecture
* Ship code in CI/CD workflow
* Write EUnit- and Common-Tests in Erlang
* Emphasis on individual ownership of code shipped
* Utilize Git and GitHub for version control and code reviews
* Create and monitor microservice metrics in DataDog dashboards
* Respond in incidents using PagerDuty
* Contribute to knowledge base

**EXPERIENCE**

**Competencies**

Technical Learning

Problem Solving

Communication

Erlang

Java

Git

C++

SQL

Docker

Swift

**Technical**

**Bachelor of Science**

***Music Business,*** *3.84*

**Associate of Science**

***Recording Arts,*** *3.87*

Full Sail University

2009

**EDUCATION**

**Bachelor of Science**

***Computer Science***

***Math Minor,*** *3.80*

Texas State University

2017

**SKILLS**

(281) 684-7147

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Texas State CS graduate with core experience in object-oriented and functional programming, always learning and eager to develop as a software engineer.

**CONTACT**

**OBJECTIVE**

**Software Engineer**

Mark Magahis