

Maxwell Anders Frederickson

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PROFESSIONAL EXPERIENCE

Apple, remote

Technical Lead / Staff Software Engineer

11/2021 – PRESENT

- Serve as a Technical Lead / Staff Engineer for an organization with 20+ developers while delivering software & data solutions for AppleCare using Ruby, Ruby on Rails, Python, Swift & Kubernetes
- Agile Software Development & S.M.A.R.T. goals implemented daily
- Extensive experience onboarding, mentoring and coaching junior developers
- Curate and continue to create technical documentation for the engineering organization

Software Engineer / Senior Software Engineer

2/2017 – 11/2022

- Develop new and existing software & data solutions for AppleCare using Ruby, Ruby on Rails, Test/Behavior Driven Design, CI/CD, Python, Markdown, PostgreSQL, Kubernetes, Docker, Enterprise Data Warehouses, Teradata, Splunk, Linux/Unix, Swift/Cocoa with Git for source control
- Emphasis on full stack web development using Ruby on Rails & PostgreSQL, including ReSTful Web Services (APIs)
- Lead Developer / Architect for multiple sustaining Ruby on Rails applications
- Expert at creating technical documentation to make complex workflows repeatable
- Experience configuring and deploying Linux/Unix servers and Kubernetes namespaces
- Comfortable taking on multiple roles on small teams operating with a flexible startup mentality
- Mentored incoming junior developers via 1:1's, pair coding, presentations, and process documentation

AppleCare Technical Support / Internet Services Senior Specialist

04/2012 – 2/2017

- Team Liaison between T2 and Site Support Engineering
- Served as Global Lead Collaboration Curator for iTunes Store issues
- Delivered minimum 8 individual coaching sessions a week
- Represented iTunes Management for high profile and sensitive cases
- Resolved hijacked accounts, billing issues and fraud

SKILLS

Proficient: Ruby, Javascript, PostgreSQL, Teradata, Git, Unix, Linux, Docker, Kubernetes, HTML & CSS

Prior Experience: Python, Swift, Java, MySQL, C#.NET & Oracle

CERTIFICATIONS

CompTIA Project+ Certified Technician

03/2018 – ∞

- License: 8YEPS81HFDFQ16KK

CIW Site Development Associate: Certified HTML5 / CSS3 Web Developer

07/2017 – ∞

- License: 785226

EDUCATION

Western Governor's University, 2022 (Expected June Graduation)

Bachelor of Science, Information Technology

Washburn University, 2009

Bachelor of Arts with Honors in Theatre

REFERENCES AVAILABLE UPON REQUEST