Maxwell Anders Frederickson

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EDUCATION

Western Governor's University, 2022
(On break during COVID)
Bachelor of Science, Information Technology

Washburn University, 2009
Bachelor of Arts with Honors in Theatre

SUMMARY OF QUALIFICATIONS

- Lifelong learner interested in working with new technologies and techniques to solve new and existing problems
- Experience developing custom applications for internal AppleCare departments on a small team which is able to operate like a startup
- Comfortable working with all levels of management to resolve complex issues
- Management experience, training and natural leadership skills
- Extensive coaching experience: Agile Software Development & S.M.A.R.T. Goals implemented daily

PROFESSIONAL EXPERIENCE

Apple, *remote*

Software Engineer   *2/2017 – PRESENT*

- Develop new and existing software & data solutions for AppleCare using Ruby, Ruby on Rails, Python, 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
- Experience configuring / deploying Linux/Unix Servers and Kubernetes Namespaces
- Comfortable taking on multiple roles and working on small teams which operate with a flexible startup mentality

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 Session a week
- Represented iTunes Management for high profile and sensitive cases
- Served as Backup Team Manager
- Resolved Hijacked Accounts, Billing Issues and Fraud

Silverhammer Media, *Kansas City, MO*

Owner / Sole Proprietor   01/2008 – 04/2012

- Provide web design solutions and hosting for both individuals and business
- Wireless Networking Installation and Setup
- Hardware Installation & Setup
- Windows/OSX/Linux Installation & Configuration

CERTIFICATIONS

CompTIA

Project+ Certified Technician   03/2018 – ∞

- Certified Project+ Project Management
- License:8YEPS81HFDFQ16KK

CIW

CIW Site Development Associate   07/2017 – ∞

- Certified HTML5 / CSS3 Web Developer
- License: 785226

REFERENCES AVAILABLE UPON REQUEST