Alex Howard

Software Engineer

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Relevant Experience

Interface Developer @ PowerShades
July 2022 - Present // Joplin, Missouri

- Develop internal sales tool used by over 1800 dealers
- Integrated Bootstrap into project to allow for mobile usage and promote industry best practices
- Communicate and collaborate with multidisciplinary teams of engineers, sales, service, and executives on a daily basis
- Improve development standards by integrating Eslint, Changelogs, Bootstrap, Jest for Unit Testing, and Playwright for UI Testing
- Migrating front end code base from JS to Typescript
- Migrating back end code base from PHP to .NET

Service Manager @ PowerShades
October 2019 - July 2022 // Joplin, Missouri

- Supervised all day-to-day operations in customer service and technical support
- Acted as the highest source of information regarding service(s), product knowledge, integration, installation, and networking.
- Managed all tickets and RMAs for over 1800 dealers within the entirety of the US and Canada.
- Created all workflow and operations surrounding service, utilizing Zoho Desk for ticketing and Todoist for follow ups to ensure consistency throughout all interactions.
- Supported proprietary SaaS and embedded systems (writing technical documentation)

Regional Manager @ uBreakiFix
October 2018 - October 2019 // Joplin MO, Springfield MO, Fayetteville AR

- Managed the workflow throughout the day to ensure turnaround times and customer expectations were fulfilled.
- Met and exceeded monthly sales and profit goals throughout multiple locations
- Reviewed store P&L for accuracy and calculated bonuses.
- Developed and maintained relationships with nearby businesses to generate traffic (and revenue) through "marketing runs."

Verizon Expert @ Best Buy
May 2015 - October 2018 // Joplin MO

- Responsible for delivering profitability by achieving revenue, margin, solutions, and operational targets.
- Actively engaged customers using selling skills to increase Verizon products and service sales in the designated "Verizon Experience"

Skills

Programming Languages
Javascript, Typescript, HTML, CSS/Sass, C#, C++

Libraries & Frameworks
React, Node.js, Redux, Redux Toolkit, .NET, jQuery

Tools & Platforms
Git, Webpack, Axios, Bootstrap, ESLint, Lodash, Playwright, Jest

Hardware & Software
Windows, Mac, iOS, Linux (Debian), Android, Microsoft 365, Microsoft Exchange / Azure, Device Deployment, soldering (micro)

Soft Skills
Communication, problem solving, critical thinking, adaptability, leadership, team building, willingness to learn, empathy

Education

Western Governors University
2020 - 2024
Bachelor of Science, Software Development

Certifications

ITIL v4
Comptia A+

Interests

Comedy, video games, software development, embedded systems, cats, dogs, Reddit, computer science, space