

Rob Wistrand

Remote | 831-291-6482 | robwistrand@gmail.com | LinkedIn | GitHub

SUMMARY

Tech-fluent communicator and adaptive problem solver with a background in customer service, education, and full-stack development. Experienced in technical support, QA testing, and implementation for web-based platforms and digital tools. Thrives in fast-paced, remote-first environments where empathy, troubleshooting, and user experience intersect.

TECHNICAL SKILLS

Languages & Frameworks: JavaScript, Python, Django, HTML, CSS, React, Node.js, Express

Tools & Databases: PostgreSQL, MongoDB, Redis, Git, GitHub, CLI, Heroku, Insomnia

Testing: Playwright, E2E Testing, Manual Testing, Usability Testing

Other: Tailwind, Bootstrap, Visual Studio Code, Chrome Extension APIs, HTMX, Alpine.js

EXPERIENCE

- Technical Support & QA Engineer (Contract)

Authentic Internet | Remote | Jan 2025 – Present

- Provide ongoing support and bug testing for a Django-based platform and Chrome Extension used to filter and analyze social media content.
- Conduct end-to-end testing and user validation flows using Playwright and browser dev tools.
- Use Insomnia to diagnose and validate RESTful API endpoints, collaborating with development to streamline response handling.
- Respond to user inquiries, document bugs, and provide walkthroughs or tutorials where needed.

- Software Engineering Fellow

General Assembly | Remote | 2024 – 2025

- Completed 480+ hours of immersive full-stack development training.

- Developed user-facing applications using React, Node.js, and Django, and implemented backend architecture using PostgreSQL.

- Performed usability testing and built responsive layouts with attention to accessibility and performance.

- Teacher & Tutor (Remote/Hybrid)

Various Organizations | 2020 – 2024

- Delivered individualized academic support in person and online.

- Assisted students and parents in navigating edtech platforms and resolving tech-related classroom issues.

- Sales Consultant & Account Manager

Prescient / Brooks Running | 2005 – 2020

- Supported product sales, onboarding, and technical support for clients across a large territory.

- Guided users through POS systems and supported rollout of new customer tech tools.

- Worked cross-functionally to improve communication between internal dev teams and end users.

PROJECTS

- Monolith – Django CRUD app with session-based authentication and persistent social media filters.

- Authentic Internet Test – QA and E2E tested MERN stack project for evaluating user-curated social content.

- Chrome Extensions (2) – Built browser tools to improve online experience and content visibility.

- TextQuest – A comical, Python-based terminal RPG focused on interactive storytelling.

EDUCATION

Software Engineering Immersive – General Assembly (March 2025)

BA – English Literature/Creative Writing – Concordia University