

# Alexander Koik-Cestone

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I am interested in becoming an IT professional, specifically in technical support. I have a background as an administrative assistant, in online cloud work, and in usability testing.

In my usability testing role, I help companies increase user engagement and redesign interfaces in a way that improves customer satisfaction and retention. I also help simplify designs to reduce the cost of maintenance and support. Understanding both the interface and the code behind it enables me to identify problems and suggest design changes from both the user and developer perspective.

## Education

**Bachelor's of Science in Molecular and Cellular Biology** University of Arizona, 2010.

**Master's of Science in Molecular and Cellular Biology** University of Arizona, 2011-2014 (partially complete)

## Certifications

**ISC2 Entry-Level Cybersecurity Certification** Apr 2022. Score TBA.

**[JSE-40-01] JSE – Certified Entry-Level JavaScript Programmer** Dec 2021.

**Lean Six Sigma Yellow Belt Certification** May 2022.

**Lean Six Sigma White Belt Certification** Feb 2022.

**Microsoft Certified: Security, Compliance, and Identity Fundamentals** Mar 2022.

**Microsoft Certified: Azure Data Fundamentals** Feb 2022.

**Microsoft Certified: Power Platform Fundamentals** Feb 2022.

**Microsoft Certified: Azure Fundamentals** Jan 2022.

**Microsoft Certified: Azure AI Fundamentals** Dec 2021.

## Portfolio

### Authored apps

**Celestial Compare** React-based planetary body comparison app. Skills: React, React hooks.  
[Live site](#) • [Source code](#)

**Comet 2P/Borisov** Narrated tale about comet 2P/Borisov. Skills: HTML, CSS, JavaScript, webpack.  
[Live site](#) • [Source code](#)

**A Snowy Day** Fully 3D, interactive web-based snowfall animation. Skills: HTML, JavaScript, ThreeJS, Rollup, Blender.  
[Live site](#) • [Source code](#)

**Valentine's Day card** Animated Valentine's Day greeting card app with customizable message.  
Skills: HTML, JavaScript, ThreeJS, Blender. [Live site](#) • [Source code](#)

**Sample usability tests:** [Desktop](#), [Mobile app](#)

## Experience

**Usability Tester** UserTesting. Dublin, OH. Nov 2016-present.

- Perform usability testing for client apps and websites.
- Identify bugs or malfunctions in app and website designs, and provide suggestions for improvements or novel features that could be added.
- Answer questions from designers in one-on-one discussions.
- Collaborate with designers using screen sharing tools such as Zoom.

## Experience, continued

**Crowd Worker** Amazon Mechanical Turk. Dublin, OH. Jan 2014-present.

- Provide user experience feedback for websites and apps.
- Participate in A/B tests with wireframe mockups.
- Categorize datasets to train AI and Machine Learning models for corporate and academic institutions.
- Transcribe audio and video conversations, interpreting and tagging them appropriately.

**Administrative Assistant** University of Arizona Room and Course Scheduling. Tucson, AZ. Sep 2006-Apr 2010.

- Analyze data and write reports to help optimize room assignments and schedules for the university.
- Use Microsoft Access and SQL queries to query room assignment data.
- Use VBA to analyze spreadsheet data and produce reports for supervisors and staff.
- Present reports to immediate supervisor and higher-level university supervisors in meetings.

## Skills

**Collaborative** Working with teams on projects. Collaborating with supervisors and peers. Answering questions in a thorough and detailed way. Pacing discussions well in a way that avoids being too detailed but also having enough detail to be understandable.

**Communication** Speaking clearly and discussing project goals in a succinct way. Distilling complex topics into easily digestible information. Taking feedback seriously and implementing changes suggested by supervisors and/or clients.

**Usability testing** Testing wireframe mockups, A/B testing, user interface testing, design consultation, remote collaboration

**Project management** Trello, Agile, Scrum

**Business Process Automation** Microsoft Power BI, Microsoft Dataverse, Microsoft Power Apps, Microsoft Power Automate, Microsoft Power Virtual Agents

**Quality Control** Six Sigma, Lean Six Sigma ([Yellow Belt](#))

**Frameworks / libraries** React, Redux, Angular, RxJS, Bootstrap, ThreeJS

**Scripting languages** JavaScript (ES5 / ES6), TypeScript

**Markup languages** HTML, HTML5 ([expert proficiency](#)), CSS, CSS3, Sass, SCSS, JSON, XML, Markdown, LaTeX\*

\*This resume is written by me in LaTeX. [Source code](#)

**Performance, SEO** Lighthouse

**Version control** Git, Github, Bitbucket

**Programming languages** Java

**Macro languages** VBA

**Databases** SQL, MySQL, Firebase

**Security** Preventing cross-site scripting (XSS) and SQL injection attacks, password salting, adding multi-factor auth (MFA) and single sign-on (SSO) capabilities to apps

**Basic knowledge** NodeJS, NextJS, Webpack, Rollup, Sequelize, Socket.io, PostgreSQL, MongoDB, Vercel hosting, Jest, REST APIs, Python, 3D Modeling (Blender)

**Codewars** Completed [125 katas](#) in Java, JavaScript, TypeScript, Python, and SQL (PostgreSQL).

**LinkedIn skill badges** HTML, CSS, Front-end Development, AngularJS, React.js, JavaScript, JSON, jQuery, PHP, MySQL, VBA, Microsoft Word, Microsoft Excel

## Classes and Conferences

**Microsoft Security Virtual Training Day: Security, Compliance, and Identity Fundamentals** Feb 2022. Mastered the concepts of privacy, security, and governance in Azure. Mastered the concepts of multi-factor authentication (MFA), conditional access, privileged identity management (PIM), and zero trust. Mastered the concepts of regulatory and business policy compliance enforcement, eDiscovery, and auditing. Mastered the usage of Microsoft Defender for Cloud, Microsoft Service Trust Portal, Microsoft 365 Defender portal, Microsoft Sentinel, Microsoft Defender for Office 365, Microsoft Security and Compliance Center, Microsoft Endpoint Manager, and Intune. Achieved [Microsoft Certified: Security, Compliance, and Identity Fundamentals](#) in Mar 2022.

**Microsoft Power Platform Virtual Training Day: Fundamentals** Jan 2022. Mastered the fundamentals of the Microsoft Power Platform, including Power Automate and Power BI. Mastered the fundamentals of low-code and no-code apps. Gained competency in the concepts of canvas apps, model-driven apps and portals, as well as the Microsoft Dataverse and the Common Data Model. Mastered the fundamentals of the Power BI desktop and its utility in deriving business intelligence insights. Gained competency in structuring and sharing apps with colleagues and supervisors in a manner that places regulatory compliance and Data Loss Prevention at the forefront. Achieved [Microsoft Certified: Power Platform Fundamentals](#) in Feb 2022.

**Microsoft Azure Virtual Training Day: Data Fundamentals** Dec 2021. Mastered the fundamentals of data including transactional and analytical data, roles in data, non-relational data and data analytics. Gained mastery of non-relational data fundamentals, such as JSON-based data and graph databases, Azure offerings such as Azure Table Storage, Azure Blob Storage, and Azure Cosmos DB. Mastered the usage of relational Azure data services such as Azure SQL Server, Azure SQL DB, Azure SQL Managed Instance, and Azure servers for MySQL, PostgreSQL, and MariaDB. Gained competency querying SQL, provisioning databases, and using Role-Based Access Control (RBAC) on Azure. Mastered the fundamentals of data warehousing, such as data ingestion, data processing, and data exploration, including the usage of Azure Synapse Analytics, Azure Databricks and Power BI. Achieved [Microsoft Certified: Azure Data Fundamentals](#) in Feb 2022.

**Microsoft Azure Virtual Training Day: DevOps with GitHub** Dec 2021. Mastered the fundamentals of DevOps and its use with Github and Microsoft Teams as a collaboration hub. Mastered the scrum process and continuous integration / continuous delivery (CI/CD). Mastered GitHub Secrets and Azure Key Vault. Mastered the fundamental concepts of code quality, security, and containerization. Mastered the fundamentals of Kubernetes and container orchestration, including its integrations with Azure and Azure Policy. Mastered the fundamentals of logic apps.

**Microsoft Azure Virtual Training Day: AI Fundamentals** Nov 2021. Mastered the fundamentals of AI and its use with the Azure platform. Learned about computer vision, machine learning, Azure's Natural Language Processing, and conversational AI and bot tooling. Learned about AI basics such as training sets, validation sets, and the confusion matrix. Learned about supervised and unsupervised learning, and how Azure can automate machine learning by selecting the most optimal algorithms. Learned about Azure's Cognitive Services such as the Computer Vision Service and how they can be consumed with REST APIs. Learned about speech recognition and Language Understanding (LUIS). Learned about the challenges and risks associated with AI and how to use it in a responsible manner. Achieved [Microsoft Certified: Azure AI Fundamentals](#) in Dec 2021.

**Microsoft Azure Virtual Training Day: Fundamentals** Nov 2021. Mastered the fundamentals of Microsoft Azure, including availability options, resource groups, the resource manager, subscriptions, VMs, app services, serverless computing, container services and Kubernetes, Windows Virtual Desktop, Azure Database Service, the Defense in Depth model and Network Security Groups, the Azure firewall and DDoS protection, Azure identity services, Role-Based Access Control, resource locks, tags, Azure policy, Azure Blueprints, the Cloud Adoption Framework, Compliance, the Azure Trust Center, data governance, pricing and SLAs. Achieved [Microsoft Certified: Azure Fundamentals](#) in Jan 2022.

**Microsoft Security Virtual Training Day: Secure and Protect Your Organization** Oct 2021. Learned about how to secure and protect Microsoft 365 enterprise and hybrid environments, proactively manage security threats, manage data governance, and control device use.

**NextJS Conf 2021** Oct 2021. Learned about NextJS 12 and edge functions. Watched speakers from various companies such as Invision talk about how NextJS helped both their developer and user experience.

**Node.JS: The Big Picture** Sep 2021. Reached medium competency in NodeJS.

**React - The Complete Guide** Sep 2021. Mastered ReactJS, hooks, authentication, Redux, REST APIs, MongoDB, and NextJS. Completed several class projects.

**Agile for One** May 2021. Learned basic Agile and Scrum techniques for managing projects. Incorporated Agile and Scrum methodologies with Trello.

**Git & Github - The Practical Guide** Dec 2020. Learned the basics of both Git and Github.

**Angular - The Complete Guide (2020 Edition)** Oct 2020. Mastered Angular, RxJS, NgRx, routes, guards, REST API endpoints. Completed numerous class projects.

**Complete AJAX Using Bootstrap, PHP from Basic to Advanced** Apr 2018. Mastered creating a basic website or web app with AJAX, the Bootstrap framework, and PHP.

**The Complete HTML & CSS Course, From Novice to Professional** Apr 2017. Became skilled at writing HTML and CSS-based web front-ends.

**Complete jQuery and jQuery UI Course for Beginner** Dec 2016. Learned about jQuery.

**CSC 227 - Program Design and Development** University of Arizona, August 2008. Mastered primitives and arrays, basic control structures, recursion, linked structures, binary trees, and hashing in Java. This was the equivalent of CSC 127 A and B, or a year's worth of study combined into one intensive class. Received an A in the class.

**AP Computer Science A** May 2004. Mastered loops, data structures, linked lists, and object oriented programming concepts. Scored a 4 on the AP test.