

Andrew Wyatt

SOFTWARE ENGINEER

(832) 494-5496 | wyatt.pdx@gmail.com | GitHub : wyat2

Skills	C++, Python, Java, C#, PHP, SQL, HTML, PowerShell, Technical Writing, Databases, Computer Security
Tools	JIRA, New Relic, VS Code, GitHub, Linux Terminal, Windows PowerShell, VIM,
Platforms	AWS, Azure, GCP, Agile Project Management,

Experience

New Relic

Portland, OR

TECHNICAL SUPPORT ENGINEER

May 2021 - present

- Reproduce issues by building applications and instrument the transactions with monitoring code and Open Telemetry.
- Assisting customers instrument their code with NewRelic's application performance monitor integrations.
- Examined application transactions and error logs to determine why it is not producing expected behavior.
- Created feature quests for additional features on new releases of the software and system.
- Provided customers with explanations and documentation to fix their environment compatibility requirements.

Compucom - Cigna Project

Portland, OR

NETWORK ENGINEER

Jan 2019 - Jan 2021

- Troubleshooting escalated network issues with VPN hardware and software connection.
- Create troubleshooting documentation that other teams can use to fix issues.
- Programmed scripts to automate processes such as creating new users and resetting existing configuration.
- Presented reports on outages and device bugs that would affect multiple users.

Portland State University

Portland, OR

COMPUTER SCIENCE TUTOR

Jan 2017 - Jan 2019

- Explained object oriented programming in C, C++, Python , Java and PHP to a diverse group of university students.
- Explained data structures and memory allocation in C++.
- Debugged students segfault errors, memory leaks, syntax and runtime errors.
- Organized technical workshops with industry professionals to demonstrate technologies and best practices.
- Created learning and reference documentation for Computer Science students..

Portland General Electric - University Capstone Project

Portland, OR

PROJECT MANAGER

May 2019 - Dec 2019

- Led an agile development project to create an incident response software.
- Created scope of work contract signed by all stakeholders.
- Programmed features using Windows PowerShell.
- Troubleshoot issues and make final decisions for design and technical solutions.
- Organized agile sprints and daily scrum meetings to achieve a productive workflow.
- Launched and presented the software for the stakeholders.

Forix Digital

Portland, OR

DEVOPS MANAGER

May 2015 - May 2017

- Setup requirements for software and feature development for over 25 eCommerce platforms.
- Configured platform admin settings for Magento, Wordpress, Drupal and custom platforms.
- Designed and documented new functionality for the development team to implement.
- Troubleshoot checkout issues and create work items to improve or fix the user experience..
- QA Tested new features and provided feedback for the development team.
- Worked with a technical support ticketing system to answer customer emails and telephone support.

Education

Bachelors of Science in Computer Science

- Portland State University 2019

- President of Association for Computing Machinery (2018)

- Award for Leadership and Academic Excellence (2017), PSU Dean's List (2016)