

# <XANDER SALATHE / >

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Driven junior developer with a focus on creating scalable, reliable applications. Skilled in both front-end and back-end development. Known for a proactive approach to problem-solving and a commitment to continuous learning. Seeking to contribute to innovative projects in a collaborative team setting.

## PROJECTS

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### AWS - Cloud-Hosted Digital Resume

Astro.js | AWS | Terraform | GitHub Actions

- Developed a serverless, cloud-hosted digital resume using Astro, leveraging AWS services for deployment and scalability.
- Automated infrastructure provisioning with Terraform, managing S3 for static hosting, CloudFront for distribution, and Lambda for visitor tracking API. Automated deployment with GitHub Actions.

### SmallChop URL Shortener

Golang | HTMX | Redis | MongoDB | Caddy | Docker

- Built in Go with Dockerised microservices (Redis, MongoDB, Caddy, Go Server) for fast, high-traffic URL shortening.
- Achieved an average of 18,931 requests per second with 4.88 ms average latency, handling large volumes of data at 23.72 MB/sec throughput per wrk.
- GitHub Actions pipeline for continuous integration and deployment.

### Aftermath Archive - Incident Response and Post-Mortem Tracker

MongoDB | Express.js | React | Node.js | Docker

- Developed an open source documentation platform to track incidents, analyse root causes, and improve operational resilience.
- Supports structured reporting, real-time collaboration, and categorisation of incidents to streamline post-incident analysis.
- Designed with a modular MERN stack architecture, featuring a robust backend API for structured data storage and a responsive, accessible front-end UI.

## SKILLS & PROFICIENCIES

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- Languages:
  - Python, JavaScript, HTML, CSS, Go
- Frameworks and Libraries:
  - React, Flask, Express.js, TailwindCSS.
- Tools and Technologies:
  - Github, Docker, GitHub Actions, Husky, Firebase, MongoDB, PostgreSQL, DigitalOcean, AWS.
- Other:
  - Visual Studio Code, coffee consumption.

## EDUCATION AND CERTIFICATIONS

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### **Graduate Diploma in Information Technology (Computer Science)**

QUT (Queensland University of Technology)

Online

2026 (Expected)

### **Diploma of IT**

AIT - Coder Academy

2024

### **4x Salesforce Certified:**

Administrator, Platform App Builder, User Experience (UX) Designer, Business Analyst.

### **Google IT Support Professional.**

### **Professional Scrum Master I.**

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## PROFESSIONAL EXPERIENCE

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### **Apple | Multiple Roles | Oct 2017 - Present**

#### **Genius (Technical Support Engineer equivalent) | Aug 2019 – Present**

- Provided technical support to over 1,000 customers per year, consistently exceeding KPIs by 125-150% while helping team members enhance their performance by 40%.
- Resolved complex hardware, software, and network issues by using detailed device and network logs to pinpoint root causes, developing a thorough, data-driven approach to troubleshooting.
- Addressed compatibility issues across various first and third party applications, quickly adapting to diverse systems and identifying solutions for seamless functionality.
- Served as a primary contact for site support engineering, coordinating with offsite teams to manage escalated technical issues and maintain continuity.
- Supported the sales team with tailored product recommendations for business and enterprise customers, enhancing product alignment with client needs.
- Created an internal automation tool that streamlined a key sales process by gathering configuration inputs and generating product pricing documents, reducing time spent on carrier-based sales tasks.

#### **Lead (In-Store Experience) (Team Manager equivalent) | Jul 2022 – 2023**

- Oversaw customer experience operations, achieving the highest Sales NPS in Australia in Q1 2022 by improving forecasting, resource management, and team coaching for over 150 Sales and Service team members.
- Directed teams during high-demand periods, including product launches and peak seasons, meeting KPIs through consistent attention to team coordination and support.

#### **Training Lead (In-Store Experience) (IT Trainer equivalent) | Aug 2021 – Oct 2021**

- Created and implemented training programs for new tools and procedures, ensuring compliance with corporate standards for over 120 employees.
- Produced comprehensive training materials and documentation, and led sessions in multiple formats, adapting communication to ensure clarity across technical subjects.

#### **Genius Admin (Service Delivery Co-ordinator equivalent) | Mar 2018 – Aug 2019**

- Directed the store's response to a high-impact repair program, establishing internal workflows for service bookings, communications, and call strategies.
- Utilised internal applications to streamline frequent tasks, reducing time spent on repetitive processes by 50%.

#### **Technical Specialist (T2 Helpdesk equivalent) | Oct 2017 – Mar 2018**

- Provided advanced troubleshooting and technical support, resolving a range of software and hardware issues with a detailed approach to documentation and issue analysis.

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