<XANDER SALATHE/>

+61 433 007 148
hello@xandersalathe.com
xandersalathe.com
github.com/xdaybreakerx
linkedin.com/in/xander-salathe

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

SmallChop URL Shortener
Golang | HTMX | Redis | MongoDB | Caddy | Docker | Digital Ocean
- Built in Go with Dockerized 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.

Finance Management API
Python | Flask | JWT | PostgreSQL
- Built a Flask-based API for secure CRUD operations, managing user accounts, transactions, and categorising expenses.
- Integrated PostgreSQL via Neon.tech for scalability and optimised database performance.
- Security focus with JWT-based authentication, input sanitisation, and error handling.

QuizQuokka Flash Card Web App
React | Tailwind CSS | ShadCN | Firebase
- Built a responsive flashcard app for practicing CS topics such as languages, and algorithms.
- Achieved 98 Performance, 93 Accessibility, and 100 Best Practices scores on Lighthouse, ensuring a fast and accessible user experience.
- Styled with TailwindCSS and ShadCN, deployed on Netlify with Firebase backend and auth, Firestore database, and serverless functions. Integrated AI explanations with Llama 3 via GroqCloud.

SKILLS & PROFICIENCIES

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

EDUCATION AND CERTIFICATIONS

Graduate Certificate of Computer Science
Monash University
2025 (Expected)

Diploma of IT
AIT - Coder Academy
2024

4x Salesforce Certified:
Administrator, Platform App Builder, User Experience (UX) Designer, Business Analyst.

Professional Scrum Master I.

<SOFTWARE ENGINEER/>

<XANDER SALATHE/>

PROFESSIONAL EXPERIENCE

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.

<SOFTWARE ENGINEER/>