Alexander Cooter

Full Stack Engineer

✉ alexanderlcooter@gmail.com

📞 903-274-7699

⌂ alex-lc

🌐 alexcooter.com

Skills & Knowledge

JavaScript
React
Next.js
React Native
Tailwind CSS
Python
Java
Docker
Kubernetes
MySQL
PostgreSQL
Git, Source Control

EXPERIENCE

Technical Support Engineer — Amplio

November 2023 - Present

- Served as main support contact for over 50 public school districts, prioritizing and resolving Tier 1 and Tier 2 tickets, while reproducing and identifying root cause of Tier 3 tickets to triage to engineering as necessary.

- Managed end to end implementation of technical onboarding for special education SaaS products, including Clever and ClassLink configuration and administration for K-12 public school districts.

Support Developer — Coalfire

September 2021 - May 2023

- Developed vulnerability centralization, management, and analysis software using agile principles and methodologies cross functionally with multiple development and QA teams.

- Triaged and resolved Tier 2 client support tickets and developed solutions in response to client reported bugs and defects as part of the software development life cycle.

Client Services Technician III — RedSail Technologies

November 2020 - September 2021

- Monitored and maintained a Linux environment that hosted a data driven SaaS application that enabled retail pharmacies and long term care facilities to analyze data to increase business outcomes.

- Provided technical and operational support for a mobile application that gave pharmacies and long term care facilities the ability to track their medical deliveries from start to finish.

Lambda School Team Lead — Lambda School

January 2020 - September 2020

- Mentored and guided a team of students through the Lambda School curriculum.

- Facilitated daily team stand ups to analyze and assess project progress and outcomes.

- Conducted daily module and sprint one-on-one code reviews with team members.

- Served as first point of contact for team members' Lambda School support.

Technical Support Assistant — Stephen F. Austin State University

February 2016 - December 2018

- Provided general help desk support and assistance to all faculty and staff.

- Maintained classroom technology equipment for 5 different program areas.

- Tracked inventory and deployed new systems in accordance with university standards.

EDUCATION

Lambda School - Full Stack Web Development — REMOTE

October 2019 - October 2020

Stephen F. Austin State University — Nacogdoches, TX

August 2014 - December 2018

BA in Information Technology