ALEXANDER J. ENGELMANN

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Portfolio: alex-engelmann.github.io/portfolio

SUMMARY

- Certified Full Stack Web Developer skilled in: Node.js, Express, MySQL, JavaScript, CSS3, HTML5, React, and more.
- Fully fluent in both Spanish and English, with native proficiency in both.
- Seven years' pharmacy experience bringing valuable knowledge from the health care, retail, and government sectors.
- Expert problem solver who can effectively communicate with and produce documentation for both users and team members.

TECHNICAL SKILLS

Programming Languages: HTML5, CSS3, JavaScript, JSX
Libraries/Frameworks: React, Node.js, PostgreSQL, Express, MySQL, MongoDB, Handlebars.js, jQuery
Applications: Visual Studio Code, Postman, Git

PROFESSIONAL EXPERIENCE

PagerDuty   San Francisco, CA (remote)

Technical Support Specialist I   May 2020 – Present
- Support Ambassador for 2 engineering teams, responsibilities included:
  - Working with partners from the product and engineering organizations to facilitate communication between teams
  - Analyzing customer feedback and bug trends to prioritize development
  - Communicating and documenting product changes for customers and the Support team
  - Owning the process of bug prioritization and communicating accordingly with product and engineering.
  - Reproducing potential bugs
  - Testing upcoming features by creating test cases and participating in bug bashes for the team
- Taking all first line calls from customers and identifying technical, billing, marketing, and sales issues
- Successfully resolving customer emails and phone requests through the use of varied ticketing, content and task management tools (see below for details)
- Moderator for 3 API Training Sessions and booth host at PagerDuty Summit 2021
- Escalating more complex or time-consuming investigations to Tier 2/Engineering as appropriate
- Improving documentation and support by adding to our processes with my own suggestions and efficiencies
- **Technologies used**: SQL, REGEX, Jira, Confluence, Postman, ZenDesk (Support/Chat/Talk), Salesforce, GitHub, WordPress, Zuora, SumoLogic, Twilio, MailGun, HootSuite, UserVoice, Readme.io, Terraform, Olark Chat, Looker, MindTickle, HighSpot

Digital Deployment   Sacramento, CA (remote)

Content Migration Analyst   October 2019 – May 2020
- Responsible for accurately migrating content from client websites.
- Analyzing and proofreading content, ensuring mobile responsiveness and accessibility on the new site.
- **Technologies used**: Proprietary Content Management System (CMS) based on Drupal

Walgreens Pharmacy   San Diego & Sacramento, CA

Staff Pharmacist   June 2012 – November 2019

EDUCATION

- **Full Stack Web Development Certificate**: UC Davis, Davis, CA
- **Doctor of Pharmacy**: UC San Diego, San Diego, CA
- **Bachelor of Science in Applied Biology**: Georgia Institute of Technology, Atlanta, GA

  o GPA: 3.68 / 4.00; Graduated with Highest Honors