Alec Jordan Price

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LinkedIn GitHub

PROFESSIONAL SUMMARY

Results-driven professional with an established record of technical operations, troubleshooting, and software engineering

Proven talent for aligning business strategy and objectives with established technical and analytical thinking paradigms to achieve maximum operational impacts with minimum resource expenditures. Detail and success-focused professional with the ability to provide leadership to and closely collaborate with teams and individuals. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as extensive technical expertise.

CORE COMPETENCIES

- Software Development
- Database Design
- Project Management
- Relationship Management
- Staff Training

- Full Stack Engineering
- API Integration
- Software Life Cycle
- Security
- Application Support

- UI /UX Design
- Customer Service
- Technical Support
- System Administration
- Best Practices

PROFESSIONAL EXPERIENCE

Q2, REMOTE, 2022 TO PRESENT

APPLICATION SUPPORT ENGINEER

- Provide quality assurance best practices to our customers to assure our Extract, Transfer, and Load Processes are completed correctly and in a timely manner.
- Perform Create, Read, Update, and Delete operations in Microsoft SQL Server Management.
- Contribute to our in-house software engineer team to create tools and automation processes in C#, Python, and JavaScript.
- Modify existing python scripts to optimize performance or migrate jobs to different SFTP servers.
- Configure IAM Roles and S3Buckets.
- Review Application Support Analyst changes before publishing.
- Create Jira Tickets to be used with version control and quality assurance in efforts to track changes made and document my thought process for peers' future reference.
- Take part in a leadership program that creates articles that walk through the process of changes to help establish a workflow for new employees or employees that might be struggling to reach their benchmarks.

Q2, REMOTE, 2021 TO 2022

APPLICATION SUPPORT ANALYST

- Lead the delivery of one-call service to clients via phones, when possible, to allow for maximum satisfaction.
- Carry out the effective administration of the caseload and assess and determine the priority of issues and problems.
- Perform the troubleshooting, diagnosis, and resolution of a wide range of customer concerns and problems.
- Serve in an integral role by dispensing regular updates to customers via case comments through the employment of Salesforce.
- Handle the escalation of cases when and as necessary to the appropriate team for further investigation and resolution.
- Ensure the timely and effective resolution of complex defects and issues through production releases and upgrades.
- Execute software application and disaster recovery testing to ensure business readiness following a failover.

- Recognized for the delivery of top-quality application support services to users regarding usage and issues of all supported software.

CARTER COUNTY SHERIFF'S DEPARTMENT, ELIZABETHTON TN, 2020 TO 2021
INFORMATION TECHNOLOGY DEVELOPER
- Provide General IT support for the sheriff's office and various other entities within the same governing body such as Townhall, Elizabethton Police Department, Court Clerk's Office, and various others.
- Develop solutions (Programs) to solve problems, such as a contacts app to contact various employees within the sheriff's department.
- General Network administration Duties such as resetting passwords and provisioning laptops and phones for employees. Maintain databases with past and present employee records.
- Installing hardware consisting of but not limited to switches, routers, and running ethernet/fiber to access points to create a better user experience with internet signal within the sheriff's department.
- Train Employees on new and existing software.

BUSINESS INFORMATION SYSTEMS, PINEY FLATS TN, 2020 TO 2020
FRONT END WEB DEVELOPER
- Troubleshoot new and pre-existing software.
- Collaborate with other departments to fix bugs and add enhancement features to websites to better user experience.
- UX/UI development for responsive sites across all platforms and browsers.
- Use SVN & GIT for version control.
- Create, update, and maintain databases.
- Manage and complete paperwork and overall office administration operations.
- Prepare and distribute team-based communications to foster collaboration and enhance workflow.

NORTHEAST STATE COMMUNITY COLLEGE, BLOUNTVILLE TN, 2019 TO 2021
LAB ASSISTANT
- Tutor struggling students individually and in small groups to reinforce learning concepts.
- Download, update, and maintain the software in computer labs. Setting up Operating Systems such as Windows and Linux.
- Provide multifaceted services to career professionals by running errands, managing mail, scheduling appointments, and setting up material.
- Create and update physical records and digital files to maintain current, accurate, and compliant documentation.
- Manage and complete paperwork and overall office administration operations.
- Prepare and distribute team-based communications to foster collaboration and enhance student morale.
- Support instructor with test administration, curriculum development, and student guidance.
- Keep classrooms clean, neat, and properly sanitized for student health and classroom efficiency.
- Support student learning objectives through personalized and small group assistance.

NORTHEAST STATE COMMUNITY COLLEGE, BLOUNTVILLE TN, 2019 TO 2021
TREASURER FOR THE ASSOCIATION FOR COMPUTING MACHINERY
- Help raise money for the Computer Science Department from ACM fundraisers.
- Collect funds and approve budgets & spending.
- Coordinate community service opportunities and events with other ACM officers for the club.
- Lead meetings and collaborate with other ACM officers and sponsors to problem-solve.
- Work with Computer Science Department employees to set up equipment and software for classes and events.

EDUCATION AND CREDENTIALS

Associate of Applied Science: Computer Science, 2018 07 – 2020-05
Northeast State Community College - Blountville, TN

Bachelor of Applied Science: Computer Science, 2020-06 - 2022-05
University of Illinois Springfield – Springfield, IL

AWS Certified Cloud Practitioner: 2022-10 expires 2025-10
Amazon Web Services

TECHNICAL EXPERTISE

- **Front-End:** Bootstrap, ReactJS, JavaScript, jQuery, HTML, CSS
- **Back-End:** Node JS, APIs, PHP, C#, Java, Python
- **Infrastructure:** MSSQL, MySQL, Transact-SQL
- **Software:** AWS, Visual Studio, Microsoft Office Suite, Salesforce, Adobe Creative Cloud, Atlassian Tools

RELEVANT COURSES

- Algorithms and Computation
- Android App Development
- Assembly & Computer Organization
- Beginning HTML and CSS
- Business Calculus I & II
- C# Programming & .NET
- Intro to Parallel Processing
- Introduction To Networking
- Introduction to Programming and Logic (PYTHON)
- Software Engineering Capstone
- Intro to Operating Systems
- CIT Capstone (JAVA)
- Client-Side Programming (JavaScript)
- Computer Applications
- Computer Science I (JAVA)
- Computer Science II (JAVA)
- Data Structures and Algorithms
- Introduction to Scripting Languages (PHP)
- Programming Languages
- Introductory Statistics
- Database Concepts
- Discrete Math
- Intro to Database Systems
- Intro to Internet of Things

ADDITIONAL SKILLS

- Linux
- Problem solving
- XML
- phpMyAdmin
- Xamarin App Development
- mobaXterm
- Salesforce
- Postman
- PyCharm
- Okta
- Jira
- Terminal / Command Line
- Hardware configuration
- Microsoft Office
- Debugging
- CSS Sass
- HTML 5
- Tailwind CSS
- IntelliJ IDEA
- Cisco VPN
- Unified Modeling Language
- PuTTY
- WinSCP
- AstroGrep
- Confluence
- Trello
- Visual Studio
- Swagger UI
- Soap API