

Junior Backend Software Engineer
Detail-oriented, results-driven Backend Software Engineer with a solid foundation in software development, algorithms, and database management. Skilled in solving complex technical problems, writing clean and efficient code, and collaborating in Agile environments. Adept at learning new technologies quickly and applying academic knowledge to real-world applications.

- Key Skills
- Algorithm Design & Optimization
 - Relational & NoSQL Databases
 - API Development & Integration
 - Linux & Windows System Administration
 - Software Engineering Principles
 - Network & Security Fundamentals
 - SDLC & Agile Project Management
 - Debugging & Performance Tuning

TECHNICAL SKILLS

Languages & Scripting: Java, Python, C++, JavaScript, Bash
Software Development: OOP, Agile/Scrum, REST APIs, Version Control (Git), Unit Testing
Web Development: HTML, CSS, React, Express.js, Node.js
Database Management: SQL, MySQL, PostgreSQL, NoSQL (MongoDB)
Cloud & DevOps: AWS Cloud Fundamentals, Linux Administration, Docker (beginner), CI/CD basics
Other Skills: Data Structures, Dashboard Creation, Algorithms, Operating Systems, Computer Networks

EDUCATION & CERTIFICATIONS

BS-Computer Science, Southern New Hampshire University2026

- Cumulative GPA: 3.9
- Coursework: System Analysis & Design, Client/Server Development, Software Testing & Automation

Certifications:

- CompTIA A+, CompTIA Network+

ACADEMIC PROJECTS

Python & MongoDB Analytics Dashboard
Developed a data-driven application using Python and MongoDB with a reusable CRUD module for creating, retrieving, updating, and deleting database records. Integrated the backend with an interactive dashboard that allows users to filter data and generate visualizations based on selected criteria. The project demonstrates experience with database integration, modular backend design, data validation, query development, and connecting backend functionality to a user-facing application.

Spring Boot Secure Hashing Service
Built a Java-based RESTful web service using Spring Boot that accepts user input through an API endpoint and returns a SHA-256 hash. Configured HTTPS communication using SSL/TLS and a Java keystore to protect data transmitted between the client and server. The project demonstrates experience developing REST APIs, implementing security controls, configuring backend applications, troubleshooting application properties, and testing server responses.

PROFESSIONAL EXPERIENCE

ROC Specialist IV, Charter Communications, Tampa, FL2024 – Present
Lead advanced monitoring and incident response for HFC networks using DOCSIS telemetry, alarms, outage data, and performance trends to improve reliability and reduce customer impact. Mentor more than 40 ROC specialists, document root cause findings, and have earned recognition for operational excellence and cross-functional support.

- Troubleshoot and escalate network incidents using structure troubleshooting methods by analyzing alarms, performance trends, and outage data to support timely resolution and prevent recurring interruptions.
- Develop and document incident reports, root cause analysis findings, troubleshooting steps, and performance trends to support continuous improvement initiatives.
- Earned an Excellence Award for strong performance and contributions to ROC operations and recognized by a partner department for supporting shared operational goals.

Technical Support Specialist, Charter Communications, St. Petersburg, FL2023 – 2024
Provided first-response technical support averaging 50+ responses per shift. Analyzed customer network and hardware data to troubleshoot connectivity and integration issues. Documented service interactions and troubleshooting steps to maintain accurate records and support reporting processes.

- Diagnosed and resolved network connectivity issues, restoring service quickly and minimizing downtime for customers and end users.

- Troubleshoot modems, routers, VoIP systems, and streaming applications, delivering effective solutions that improved customer satisfaction and first-call resolution rates.
- Assisted customers with email setup, account access, password resets, and authentication issues, ensuring seamless access to critical services.
- Consistently ranked within the top 25% of company performance metrics, exceeding key service, productivity, and quality expectations.
- Leveraged strong technical troubleshooting skills to identify root causes and implement timely resolutions across a wide range of networking and connectivity issues.
- Built positive customer relationships by providing clear technical guidance, reducing repeat contacts and improving the overall support experience.