Alex Trotman
Technical Support Engineer

Address: Ider, AL | **Email**: inbox@alextrotman.com | **Phone**: 256-630-7873
LinkedIn: account | **Github**: Alex-Trotman | **Personal Website**: alextrotman.dev

Professional Summary

Solutions-driven technical support engineer and junior developer with experience supporting enterprise eCommerce environments, troubleshooting complex API and DNS issues, and building full-stack web apps. Skilled in JavaScript, Next.js, Python, and modern cloud platforms. Known for analytical problem solving, strong documentation, and commitment to delivering stable, performant systems.

Skills

JavaScript | TypeScript | Python | React | Next.js | Flask | Tailwind | Git | Vercel | Supabase | SQLite | REST APIs | AWS Route 53 | Linux | Windows |

Certifications

CompTIA Security+ (SY0-701)   Issued: Jun 2025 | Expires: Jun 2028
Credly Badge

Covers core domains in cybersecurity, including threats, vulnerabilities, architecture, incident response, operations, and risk management across modern hybrid environments.

Experience

Web Shop Manager | Technical Support Engineer   San Diego, CA (Remote) | 10/2024 - Present

- **Resolved complex frontend, API, and DNS-related issues** across eCommerce platforms by reproducing errors, analyzing logs, and communicating technical details to developers.
- **Migrated 130+ client domains to AWS Route 53**, coordinating with stakeholders to ensure zero-downtime cutovers and improve long-term DNS manageability.
- **Documented recurring issues and edge cases**, improving team knowledge sharing and reducing response time for similar future tickets.
- **Supported enterprise automotive eCommerce clients** with detailed technical guidance and hands-on troubleshooting, improving customer satisfaction and retention.

Integer Holdings Corporation | Machine Operator   Trenton, GA | 1/2024 - 10/2024

- **Operated and maintained precision manufacturing machinery**, ensuring quality standards, throughput goals, and adherence to safety protocols in a fast-paced production environment.

G2 Supply LLC | Inventory Manager   Fort Payne, AL | 9/2022 - 1/2024

- **Designed and managed parts inventory system**, processed and fulfilled orders via UPS, performed local deliveries, and provided informal **IT support** for office technology.

Black's Tire | Junior Sales Associate   Fort Payne, AL | 4/2022 - 9/2024

- **Pulled vehicles in/out of service bays, fetched tires, checked inventory**, assisted with local vehicle pickups/deliveries, and supported customer service in a fast-paced retail environment.

Watkins Heating & Cooling | Apprentice   Ider, AL | 4/2022

- **Assisted technicians by retrieving tools and supplies**, supporting daily HVAC installations and service tasks.

Chick-fil-A Restaurants | Assistant Team Leader   Fort Payne, AL | 6/2021- 4/2022

- **Supervised back-of-house operations and kitchen staff during peak hours**, coordinated food prep and production flow, ensured food safety standards, and maintained fast-paced service quality.

Education

Flatiron School   Remote | 08/2023 - 09/2024

Completed a **full stack engineering program** with emphasis on **frontend (React)** and **backend (Python/Flask)** development, **RESTful APIs**, and **relational databases**.

Northeast Alabama Community College   Rainsville, AL | 2021 - 2022

Completed **Google IT Support Professional Certificate** and half-semester of coursework in **networking** and **security**.

Projects

[**Wasteland Hauling**](#) Static site for a local business using **Next.js**, **Tailwind CSS**, and **Vercel**. Mobile-friendly, responsive design.	[**alextrotman.dev v2**](#) Portfolio migrated from **React** to **Next.js** with **TypeScript**. Improved SEO, routing, and performance.
[**Habit Tracker**](#) Full stack productivity app built with **React**, **Python**, **Flask**, **Tailwind**, **SQLite**. Includes basic login with **bcrypt**, and RESTful APIs for habit tracking.	[**Task Manager CLI**](#) Terminal-based task manager using **Python**, **Rich**, and **ORM**. Styled tables, priority tags, and completion tracking.