

Skills

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


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.

Certifications



CompTIA Security+ (SY0-701)

[Credly Badge](#)

Issued: Jun 2025 | Expires: Jun 2028

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

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

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