

Alex Trotman

Technical Support Engineer

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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

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