Alex VanTassel

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Education

Kennesaw State University (Formerly Southern Polytechnic State University)   Fall 2014 – December 2017
Bachelor of Science in Computer Engineering Technology

Technical Work Experience

NCR

Software Support Engineer II - Implementations Technical Support   March 2019 - Present

Once client was sold product, responsible for new clients implementations to our online banking platform, configuring our Linux (over 200 VM's) and Windows systems and subsystems to be compatible with various bank / credit union software.

Interface with banking API's in banking software (Fiserv, FIS, Jack Henry, DCI, Corelation, Finastra….). Ability to trace API calls and find the origin of data or errors. Solve technical issues directly with client or via ticketing system, working with both the clients technical team, and nontechnical teams.

Travelled on-site to high profile banks and credit unions in Montana and New Jersey to support their go lives (before quarantine) and custom API integrations with Mulesoft in person.

Instrumental in moving our platform from on-premise Oracle Centos Linux and IBM AIX datacenters to Google Cloud Platform. Helped to determine if the apps running in Google Cloud behaved the same as on premise, by using Postman to send various APIs to either datacenter, and comparing results.

Partnered with devops engineers to determine best practices and account for real world use cases. Developed numerous tools to query and update customer data in Python, using both REST APIs and Oracle and Informix database connections.

Troubleshot live production issues, and determined root cause. Root causes varied, but often included VM health, database contention, DNS zoning, and misconfiguration, as well as issues with external vendors.

Set up splunk and moveit monitoring to detect issues that could impact money movement, and integrated these with sparkpost APIs, instead of postfix, to ensure delivery

Worked with the following relational database technologies: Oracle, informix, mysql, mssql, sqlite, loading data, troubleshooting primary/unique key conflicts, renumbering data, database replication issues, and sequence/autoincrement overflow errors. In addition, scripted python integrations for all of these.

Software Support Engineer I - Implementations Technical Support   January 2018 – March 2019

Support NCR's Linux-based product via ticketing system. Install SSO and SAML add ons to third party vendors, such as check reorder, online statemements, loan applications, and Zelle, and external transfers.

Converted new clients to our platform, and loaded their enduser data into our databases. Led renumbering projects, for many types of data conversions (account number changes, leading zeros, mergers with duplicate data, and changes in the financial institution's data processing vendor

Technical Skills

Linux/AIX Environments (Ubuntu, Debian, REHL, Centos, Manjaro, Arch) · Oracle and Google Cloud · C/C++ · Java · Python · Eagle · Multisim · Bash Scripts · LabVIEW · MATLAB · VHDL · Assembly · vi/emacs · Splunk · Sparkpost · Cloudflare · API calls and Postman · Git/Perforce · Apache