

# Alex Adak

Software Engineering - Full Stack | Backend



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## Professional Accomplishments

- 2+ years of experience in technical environments, managing software infrastructure and deployment workflows.
- Successfully managed 10+ production environments using Bitbucket/GitHub to ensure smooth client releases.
- Earned annual top-tier performance recognition for three consecutive years by maintaining a 100% trade accuracy rate and consistently reducing problem resolution times through advanced platform troubleshooting.

## Experience

**ElyK Innovation** | Web Developer

Jacksonville, Florida | Sept 2024 - Present

- Improved website uptime by resolving DNS, hosting, and CMS conflicts for diverse client portfolios.
- Enhanced API reliability and data flow by debugging broken RESTful endpoints and resolving mismatched JSON data structures utilizing Postman, providing actionable technical summaries that accelerated resolution speed.
- Improved software quality prior to client delivery by performing rigorous UAT (User Acceptance Testing) to identify and document critical UI inconsistencies and logic workflows.

**Fidelity Investments** | High Net Worth Rep (Technical Support)

Jacksonville, Florida | May 2022 - Present

- Reduced Tier 2 engineering workload by diagnosing and replicating complex platform bugs, providing detailed technical documentation on browser conflicts and authentication logic failures.
- Improved resolution speed for platform incidents by owning tickets from intake to resolution and identifying root causes in user-reported data/logic conflicts.
- Ensured 100% compliance and data accuracy while executing high-stakes transactions (options, equities, and mutual funds) for portfolios valued in excess of \$1M.

## Education

**Master of Science – Software Engineering**

Anticipated 2027

- Advanced backend architectural design, relational/non-relational database management, API design, and enterprise Java development.

**Bachelor of Science – Neuroscience**

Graduated 2024

- Activities: Men's Volleyball, Scuba Diving Club, Computer Science Club

## Continuing Education

**Full Stack Web + Mobile Development Coding Bootcamp**

Completed 2024

- Curriculum: JavaScript Data Structures & Algorithms, React, React Native, and Node.js.
- Server-Side: Designed and implemented backend services and user authentication.
- Databases: Practical application of relational SQL and non-relational NoSQL management