Alex Adak

Jacksonville, FL

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SUMMARY

Software developer with 2 years of experience, including hands-on work with AI/ML tools and software infrastructure. Strong background in web development, security audits, and database management. Currently working on Software Engineering Masters. Seeking to leverage technical expertise to contribute as a Junior Software Engineer

WORK EXPERIENCE _____

Customer Support Specialist - Full Time

Jacksonville, FL

Fidelity Investments

May 2022 - Present

- Troubleshoot device, browser, and environment issues including login failures, MFA lockouts, password resets, VPN conflicts, cookies/cache issues, and authentication breakdowns.
- Handle 20–40+ support interactions daily through phone, email, and remote sessions; own tickets from intake to resolution.
- Replicate user-reported issues, identify root causes (user error, browser/environment, platform logic), and escalate with clear technical notes to Tier 2—reducing back-and-forth and improving resolution speed.
- Guide users through secure authentication setup (2FA/MFA), identity verification, and fraud-related access concerns.

Junior Developer - Part Time

Jacksonville, FL

ElyK Innovation

Sep 2024 - Present

- Troubleshoot hosting, DNS, domain, CMS issues related to hosting providers, domain registrars, and website development for clients
- Review and test new website code and updates prior to client release; document bugs, UI inconsistencies, and workflow issues.
- Participated in routine database maintenance, contributing to improved data integrity and availability.
- Debug API-related issues by reviewing request/response behavior, identifying broken endpoints, mismatched data structures, or logic conflicts, and providing clear, actionable summaries to developers and stakeholders.
- Partnered with dev and QA teams to deploy 10+ client environments via Bitbucket version control, maintaining detailed documentation and ensuring smooth, reliable production releases that earned strong client feedback.

EDUCATION

Western Governors University

Master's - Software Engineering Java

NuCamp Coding Bootcamp

Certificate - Full Stack Web + Mobile Development

• JavaScript fundamentals, data structures & algorithms

- Front-End development utilizing React, react hooks, and redux toolkit.
- Front-End development extension utilizing React Native, and Expo SDK for IOS/Android.
- Server-Side development designed and implemented backend services, user authentication, and learned relational SQL and non-relational NoSQL database management solutions.
- Wrapped together learned technologies to create a responsive NuCamp campground booking app.

University of North Florida

Bachelor of Science - Behavioral Neuroscience - GPA: 3.2

- Computer Science
- Men's Volleyball
- Neuroscience
- Scuba Diving Clubs

Florida Atlantic University

Associate of Arts - GPA: 3.7

- Scuba Diving Club
- Men's Volleyball