

ALI

Salt Lake City, UT • alihasscoc@gmail.com • LinkedIn

PROFESSIONAL SUMMARY

Computer Science graduate and Tier 2.5 Technical Support Specialist with expertise in full-stack development, database remediation, and engineering-pipeline optimization. Proven track record of reducing developer “time-to-fix” through high-fidelity bug reporting and custom SQL scripting.

TECHNICAL SKILLS

Languages: C#, SQL (T-SQL / MySQL), Python, Ruby on Rails, Java

Tools & Frameworks: .NET, WPF, Git, Jira, SQL Server, Visual Studio

Core Strengths: Full-Stack Development, Database Troubleshooting, API Integration, Agile / Scrum, HIPAA Compliance

PROFESSIONAL EXPERIENCE

Technical Support Specialist (Tier 2.5)

Feb 2025 – Present

Lightspeed DMS • South Jordan, UT

Promoted twice in one year: Associate Analyst → Tier II Specialist → Tier 2.5.

- **Engineering optimization:** Own Tier II escalation quality, auditing Change Requests (stack traces, impact assessments) to reduce developer time-to-fix on critical defects.
- **Database remediation:** Author custom SQL scripts to diagnose and correct deep-level backend discrepancies across sales deals, repair orders, parts invoicing, AR/AP, and general-ledger accounting for dealership financial records.
- **Enterprise accounts:** Act as primary technical point of contact for high-priority enterprise clients, managing mission-critical escalations with minimal disruption to high-volume operations.
- **Technical strategy:** Drive initiatives to standardize diagnostic workflows and identify recurring technical bottlenecks for the broader engineering and support teams.

Software Engineer Intern

May 2022 – Aug 2023

Wavetronix • Springville, UT

- Led migration of an internal project from Python to C#, improving the UI and integrating a database to enable visual analysis of data patterns and errors.
- Refactored the backend of Crossroads, a global traffic-simulation application, to improve maintainability and streamline the user experience.
- Partnered with internal stakeholders to iterate on UI/UX features based on direct user feedback.

Customer Service Representative (Part-Time)

Oct 2021 – Mar 2025

Sutter Health • Remote

- Managed high-volume after-hours medical triage and physician-to-physician coordination across multiple hospitals while maintaining 100% HIPAA compliance.

EDUCATION

Bachelor of Science in Computer Science

2018 – 2024

University of Utah • Salt Lake City, UT

KEY PROJECTS

Logistics & Trip-Management App — Ruby on Rails

- Built a full-stack trip-management application featuring core scheduling logic and secure user authentication.