

# Alexander Uvere

Dallas, TX | 214-769-9743 | [alexuvere@gmail.com](mailto:alexuvere@gmail.com) | <https://www.linkedin.com/in/alex-uvere-92684a71/>

## Analyst

▪ AWS Certified ▪

IT Professional with a Bachelor's Degree, AWS Cloud Practitioner Certification, and 4+ years of customer service experience. Analytical problem-solver with excellent verbal and written communication skills. Extensive knowledge of operating systems, AWS security fundamentals, databases concepts, cloud computing, networking, and storage. Seeking for a career opportunity that supports end-users, and the technical communication between customers, clients, and internal team members.

## Areas of Proficiency

- |                       |                         |                     |
|-----------------------|-------------------------|---------------------|
| ▪ Customer Service    | ▪ Restaurant Operations | ▪ Critical Thinking |
| ▪ Hospitality         | ▪ Software Solutions    | ▪ Communication     |
| ▪ Phone Manner        | ▪ Technical Support     | ▪ Linear Algebra    |
| ▪ Microsoft Excel     | ▪ Operating Systems     | ▪ MATLAB            |
| ▪ Point of Sale (POS) | ▪ Zendesk               | ▪ Data Cleaning     |

**Proficient:** SQL, Tableau, R, Hadoop, Python, Power Bi, Azure, Oracle, Numpy, TensorFlow, Keras, Open CV, PyTorch, Pandas  
**Familiar with:** HTML, CSS, Seaborn, Scikit-learn, MYSQL

## Education & Certifications

Google Data Analytics Career Certificate | Coursera

AWS Cloud Practitioner Training Program | ACI Learning | Denver, CO

Bachelor's Degree of Science – Restaurant and Business Management | Texas Tech University | Lubbock, TX

- ✓ Certifications: AWS Cloud Practitioner – 2021 Certification
- ✓ Relevant Training Courses: Google Data Analytics and LinkedIn Data Analytics

## Professional Experience

Manager | Nick & Sam's Steakhouse | Dallas, TX

**October 2018 – April 2024**

- Contributed to \$600k in monthly sales providing competent and consistent guest service.
- Complied with safety standards surrounding Covid-19 local and state mandates.
- Responsible for providing suggestions, taking orders, and delivering food to restaurant guests.

Support Technician Manager | Apex | Dallas, TX, CO (Remote)

**March 2022 – April 2023**

- Responsible for the timely processing of various work items received via system case, email, or paper mail.
- Requires acute attention to detail, time management, and communication with peers, customers, and internal partners.
- Volume of work per team varies from 5000 to 25,000 work items per month.

Intern | ACI Learning Tech Academy | Denver, CO (Remote)  
**2022**

**October 2021 – March**

- Worked and performed labs in CLI, scripting, automation, programming languages and software lifecycles.
- Gained an understanding of networking concepts, protocols, security and knowledge of security fundamentals, AWS' shared responsibility model and web access firewalls.
- Increased understanding of database concepts and applied core AWS services in the area of compute, storage, and networking, including EC2, S3, IAM, VPC, Lambda, Cloud Formation, RDS, Route 53.

Financial Services Representative | MassMutual, Dallas, TX

**February 2017 – October 2018**

- Guide businesses and individuals in decisions about expending money to attain profit
- Assess the performance of stocks, bonds, and other types of investments
- Assisted solicited clients actively via telephone, mail, referrals, etc.

**Leasing Manager** | Greystar Real Estate Partners, Dallas, TX  
**2017**

***February 2015 – January***

- Provide financial analysis to support the financing, acquisition, marketing and leasing of properties.
- Provide expert advice to real estate companies and other firms based on economic conditions, market trends, and financial situations.
- Oversaw completion of all necessary paperwork and provide proper customer service.