

Marcus Allen

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PROFESSIONAL SUMMARY

Recent B.S. Software Engineering graduate (WGU) with AWS Cloud Practitioner and ITIL 4 certifications, coursework spanning cloud infrastructure, networking, databases, and full-stack development, and hands-on experience with warehouse management and inventory systems in a high-availability operational environment. Shipped a production AI-powered web application from build to deployment using Python, Flask, and the Claude API. Looking to bring a systems-oriented, detail-driven approach to an IT support, systems administration, or junior development role.

CERTIFICATIONS

- AWS Certified Cloud Practitioner — Amazon Web Services, 2024
- ITIL 4 Foundation — Axelos, 2024
- CompTIA Project+ — CompTIA, 2025
- Back-End Developer Micro-Credential — Western Governors University, 2025

TECHNICAL SKILLS

- **Cloud & Infrastructure:** AWS (EC2, S3, IAM, VPC), cloud service models (IaaS/PaaS/SaaS)
- **ITSM & Frameworks:** ITIL 4 service lifecycle, incident/change/problem management, Agile
- **Systems & Networking:** Linux fundamentals, TCP/IP, DNS, DHCP, Active Directory concepts
- **Databases:** SQL, MySQL, relational database design
- **Languages & Dev Tools:** Python, Java, JavaScript, Bash basics, Git, GitHub, REST APIs
- **Operating Systems:** Windows, macOS, Linux (Ubuntu)

EDUCATION

B.S. Software Engineering — Western Governors University, *graduated March 2026*

Relevant coursework: Software Engineering, Data Structures & Algorithms, Scripting and Programming Foundations, Introduction to Programming in Python, Software Design & Quality Assurance, Software Security & Testing, Back-End & Front-End Web Development, Java & JavaScript Programming, Mobile App Development (Android), Cloud Foundations, Network & Security Foundations, Database Management, IT Leadership, Project Management, Version Control

PROJECTS

Job Application Assistant | Python, Flask, Claude AI, REST APIs — **Deployed**

- Built and deployed a full-stack AI-powered web app analyzing resume-to-job-description fit using the Anthropic Claude API, returning match scores, missing keywords, and bullet suggestions
- Managed the full development lifecycle with Git-based branching workflows; automated deployment via GitHub-integrated CI/CD on Render

Live: job-app-assistant-nmd6.onrender.com · GitHub: github.com/Mjallen03/job-app-assistant

Academic Projects (WGU Coursework)

- **Cloud Infrastructure & API Backend** (AWS, Java, Spring Boot, MySQL) — designed and provisioned a cloud environment (EC2, RDS, S3, VPC, IAM) with CloudWatch monitoring; built a relational schema enforcing data integrity across entities
- **Android Application with Local Data Persistence** (Java, Android Studio, SQLite/Room) — built an offline-first mobile app; performed structured fault analysis across database, UI, and service layers

PROFESSIONAL EXPERIENCE

Material Handler | Tesla — Austin, TX | Feb 2023 – Present

- Operate a warehouse management system (WMS) daily to track inventory movement and scan handoffs between departments
- Supported continuous operations in a high-availability, safety-critical environment — monitored for process failures, escalated incidents through defined channels, and coordinated cross-functional response to minimize downtime and restore normal operations
- Coordinate with cross-functional teams across shifts to maintain operational continuity and adherence to documented procedures
- Consistently meet precision and throughput benchmarks in a structured, process-driven environment

Production Associate | Amazon — San Antonio, TX | Oct 2022 – Feb 2023

- Used handheld scanning systems to pick and process packages in a high-volume fulfillment environment
- Identified and escalated workflow inefficiencies, contributing to process improvement initiatives

Systems Installer | Stalwart Construction — San Antonio, TX | Jan 2021 – Oct 2022

- Installed technical systems following detailed specifications and documentation — developed discipline for configuration accuracy and compliance

- Troubleshoot installation issues on-site; applied systematic diagnosis to isolate and resolve problems

Shift Lead / *Alamo Drafthouse — El Paso, TX / Mar 2017 – Dec 2020*

- Led teams of 8–12 during high-volume operations; responsible for shift coordination, training, and issue escalation