

# Bradley Matera

## Associate Software Support Specialist

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### EDUCATION

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- Bachelor of Science in Web Development (B.S.), Full Sail University, Winter Park, FL - October 2025
- Cumulative GPA: 3.64
- Relevant Coursework: Interfaces and Usability, Database Systems, Server-Side Languages, Advanced Server-Side Languages, Programming for Web Applications, Deployment of Web Applications, Cloud Application Development, Web Application Integration, Application Integration and Security, Interface Programming, Application Development, Discrete Mathematics
- Activities and societies: Tech Talk Club - Weekly Agile-style standups with classmates to track progress, solve issues, and support each other's projects.
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- Fallen Knight: Requiem of Honor - Game jam project for KAJAM, Dec 2023. Built with classmates and ranked #9 in Artstyle. <https://itch.io/iam/kajam/rate/3114394>

### SUMMARY

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Entry-level software support candidate with experience troubleshooting technical issues, analyzing data, documenting resolutions, and communicating clearly with clients under pressure. Comfortable working with SQL, web technologies, and incident tracking systems. Eager to learn Tyler's products deeply, expand technical skills, and grow into a trusted support resource for government and public sector clients.

### SKILLS

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- Software support, issue triage, troubleshooting, root cause analysis
- SQL fundamentals, database structures, data analysis, report review
- JavaScript, HTML, CSS, React, Node.js, API integrations
- Documentation, incident tracking, status updates, client communication
- GitHub Issues, VS Code, Docker, Jest testing, QA validation
- Microsoft Office: Word, Excel, Outlook
- Analytical thinking, problem solving, calm under pressure, team collaboration

### CERTIFICATIONS

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- AWS Certified Solutions Architect - Associate (SAA-C03), issued July 2025, expires July 2028
- AWS Certified AI Practitioner (AIF-C01), issued August 2025, expires August 2028
- freeCodeCamp JavaScript Algorithms and Data Structures; Responsive Web Design

### EXPERIENCE

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#### Junior Frontend Developer / Freelance Contributor - CIRIS Ethical AI, Remote

Oct 2024 - Jun 2025

- Provided technical support to new contributors by troubleshooting local setup issues, lint errors, and deployment problems through systematic diagnosis.
- Analyzed code behavior, identified root causes, and documented resolution steps clearly in GitHub Issues for team reference.
- Performed QA validation by running tests, verifying fixes, and ensuring code changes met standards before merge.
- Created Docker Compose configuration to standardize local development environments and reduce setup-related support tickets.
- Communicated technical concepts clearly to contributors of varying skill levels, maintaining an approachable and professional demeanor.
- Improved onboarding documentation and knowledge base content, reducing repeat questions and accelerating team productivity.

#### Cloud Support Engineer Intern - Amazon Web Services (AWS), Seattle, WA

May 2025 - Aug 2025

- Provided structured troubleshooting support for cloud infrastructure issues, analyzing system behavior and identifying root causes across distributed services.
- Used SQL and database concepts to query and analyze operational data for infrastructure cost modeling and metadata extraction workflows.
- Documented all troubleshooting steps, findings, and resolutions clearly in training scenarios, maintaining accurate records for review.
- Communicated technical findings to internal stakeholders using professional written and verbal communication.
- Determined when issues exceeded scope and escalated appropriately with clear context and documented evidence.

#### Case Manager - Mason County, WA

Sep 2022 - Jan 2023

- Managed concurrent caseloads across multiple court systems, prioritizing issues by urgency and tracking all details in structured systems.
- Communicated professionally and clearly with distressed clients, attorneys, judges, and treatment providers — maintaining composure under pressure.
- Analyzed client data and compliance reports to identify discrepancies, resolve issues, and ensure cases stayed on track.
- Documented all interactions, interventions, and outcomes meticulously for legal and audit review.
- Worked effectively both independently and as part of a multi-agency team to coordinate client services.

#### Medic - US Army, Ft. Bragg

June 2011 - April 2014

- Provided medical support in high-pressure environments, diagnosing issues, implementing solutions, and documenting outcomes under strict protocols.
- Maintained composure and made effective decisions in time-sensitive situations where accuracy mattered.
- Developed discipline for systematic troubleshooting and attention to detail in regulated environments.

### SELECTED PROJECTS

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- CheeseMath - <https://bradleymatera.github.io/CheeseMath-Jest-Tests/> - Built a calculator/testing demo with input handling, regex/string operations, UI logic, and Jest validation — demonstrating QA testing and analytical skills.

- Secrets & Environment Variables Demo - <https://bradleymatera.github.io/EthicsFrontEndDemo/> - Built an educational frontend demo showing safer configuration concepts and why secrets should not be hardcoded.

## WHAT I BRING

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- Bachelor's degree in a technical field and a commitment to continually expanding my knowledge of software products and technologies.
- Proven ability to troubleshoot issues systematically — reproduce the problem, isolate variables, check evidence, document resolution.
- Strong written and verbal communication skills, with experience explaining technical concepts to non-technical clients under stress.
- Comfortable with SQL fundamentals, database concepts, web technologies (HTML, CSS, JavaScript), and incident tracking systems.
- Experience performing QA testing and validating that software performs as required before release.
- Disciplined documentation habits from case management and military medical record-keeping — every detail tracked, every update recorded.
- Approachable and courteous demeanor, maintaining client confidence through professional communication even in difficult situations.
- Effective working both independently and in team-oriented environments — comfortable collaborating across departments and escalating when needed.
- Willing to work an 11:30 am to 8 pm EST shift and comfortable working remotely with strong self-management habits.
- Eager to learn Tyler's products deeply, grow my technical skills, and become a trusted support resource for government and public sector clients.