

ALEXANDER STEVEN HOWARD

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PROFESSIONAL SUMMARY

Results-driven technical professional with 6 years of comprehensive experience in the technology sector, specializing in customer experience, product support, internal operations, and marketing. Proven ability to quickly adapt to and master new technologies.

EDUCATION

University of San Diego

Master of Science in **Applied Artificial Intelligence**, (Expected June 2026)

University of California, Santa Barbara

Bachelor of Arts in **Linguistics**, June 2020; emphasis in Language and Speech Technology

SKILL HIGHLIGHTS

- **Programming/Web Competencies:** Python, JavaScript, SQL; web technologies (HTML, CSS, JSON, XML)
- **AI & Machine Learning:** Expertise in machine vision, natural language processing, data analysis, and model deployment
- **Frameworks & Tools:** Familiarity with AI libraries and frameworks (e.g., TensorFlow, PyTorch, scikit-learn) and proficient in version control (Git)

PROFESSIONAL EXPERIENCE

Flexible Vision, San Diego, CA

Machine Vision Applications Engineer (Jan 2024 - Present)

- Developed and implemented software solutions to enhance machine vision systems for customers.
- Integrated advanced machine vision algorithms to boost accuracy and speed.
- Engineered and maintained machine vision modules with robust debugging and optimization.
- Acted as a technical liaison, demonstrating software capabilities and guiding client engagements.
- Developed documentation and guides to streamline machine vision deployments.

Teachable, New York, NY (remote)

Customer Support Specialist (Jan 2023 to Oct 2023)

- Delivered support and assistance to clients, addressing platform-related issues.
- Implemented troubleshooting methods to escalate and resolve software issues efficiently.
- Developed a Python-based chatbot using external knowledge base resources.
- Maintained high-level customer satisfaction through research, analysis, identification of problem areas, and recommendation of corrective actions.

ClickUp, San Diego, CA

Client Success Specialist → Customer Support Champion (Oct 2020 to Feb 2021)

- Served as a client liaison and primary contact for technical issues, enhancements, and custom enterprise feature requests.
- Diagnosed and resolved complex technical issues, collaborating with engineers for effective solutions.
- Developed Standard Operating Procedures (SOPs) for the priority support team.
- Designed and implemented a JavaScript-based billing calculator for internal support purposes.

Apple, San Diego, CA

Operations Specialist (Mar 2020 to Oct 2020)

- Leveraged SAP for monitoring, tracking, and researching product movement within the supply chain.
- Supervised material flow, storage, and fulfillment of web orders.
- Cultivated reliable relationships with management and in-store teams to enhance store efficiency.
- Provided exemplary customer service through professionalism and comprehensive knowledge of Apple products and applications.

Sonos, Santa Barbara, CA

Live Chat Specialist (Sept 2017 to Jan 2020)

- Recommended product solutions by listening to relevant concerns and uncovering specific needs.
- De-escalated negative customer interactions and provided proper outlets for feedback.
- Partnered with technical support by relaying common technical issues faced by customers.