

Alan Peter — Resume

Personal Info

- **Name:** Alan Peter
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Professional Summary

Information Science & Technology student at the University of Wisconsin-Milwaukee whose portfolio, alanpeter.dev, showcases hands-on work in technical support, web development, and self-managed cloud infrastructure. Experienced in diagnosing hardware, software, connectivity, and account issues in fast-paced environments, with working knowledge of networking, cybersecurity, and Linux server administration. Self-hosts production services on a Linux VPS with CI/CD automation and applies AI tools to accelerate troubleshooting, scripting, and documentation. Brings strong communication skills and a practical, security-minded approach to supporting users and systems across all technical levels.

Technical Skills

- **Languages & Web:** JavaScript, TypeScript, Python, SQL, HTML/CSS, Bash
- **Systems & OS:** Windows, Linux (Ubuntu/Debian), Desktop Administration, Device Configuration
- **Networking & Cloud:** Networking Fundamentals, TCP/IP, DNS, VPS Administration, Self-Hosting, Nginx, SSL/TLS
- **Security:** Cybersecurity Fundamentals, Firewall Configuration, SSH Hardening, Access Management
- **DevOps & AI Tools:** CI/CD Pipelines, Git, AI-Assisted Development & Troubleshooting, LLM Tools (ChatGPT, Claude, GitHub Copilot), Prompt Engineering
- **Productivity:** Microsoft Office (Excel, Word), Database Management, Technical Documentation
- **Support & Soft Skills:** Technical Support, Troubleshooting, Customer Service, Complex Problem-Solving, Teamwork, Time Management

Professional Experience

Technical Sales Associate — Asurion, West Allis, WI (Sep 2023 - Mar 2024)

- Diagnosed and resolved hardware, software, connectivity, and mobile device issues for customers, improving device performance and user experience.
- Performed smartphone setup, device configuration, data transfer, and account management across iOS and Android platforms.
- Translated complex technical issues into clear, actionable guidance for customers with varying levels of technical knowledge.
- Maintained accurate records of customer interactions and

technical resolutions, ensuring data integrity and efficient follow-up.

- Sustained high performance in a fast-paced support environment, adapting quickly to new devices, tools, and procedures.
- Used AI-assisted search and knowledge-base tools to speed up issue diagnosis and deliver accurate resolutions on first contact.

Production Technician — Creation Technologies, Oak Creek, WI (Sep 2022 - Jan 2023)

- Monitored automated production processes and applied systematic troubleshooting to resolve equipment issues, minimizing downtime.
- Identified and reported machine malfunctions and material faults promptly, preventing production delays and maintaining workflow continuity.
- Tracked inventory levels of raw materials and finished goods to ensure uninterrupted operations.

Operations Associate — Amazon, Kenosha, WI (Sep 2020 - Dec 2021)

- Processed and verified orders using barcode scanning systems, reading labels and charts to ensure accurate sorting and routing.
- Completed cycle counts and physical inventories following standardized procedures to maintain data accuracy.

Customer Service / Grocery Shopper — Instacart, Milwaukee, WI (Jan 2021 - Jun 2023)

- Delivered responsive customer service and managed time-sensitive order fulfillment independently in a fast-paced, app-driven environment.

Projects

Self-Hosted VPS Infrastructure & CI/CD Deployment (Ongoing)

- Provisioned and administer a Linux VPS hosting personal and web applications, managing the full server stack from OS configuration to deployment.
- Built an automated CI/CD pipeline that handles build, test, and deployment on each code push, reducing manual deployment effort and errors.
- Configured Nginx as a reverse proxy with SSL/TLS certificates, firewall rules, and SSH key hardening to secure production services.
- Applied cloud and security best practices including access management, automated backups, and ongoing system monitoring.
- Leveraged AI coding assistants to generate and debug deployment scripts, accelerating setup and reducing configuration errors.

Developer Portfolio Website — alanpeter.dev

- Designed and deployed a personal portfolio website showcasing technical projects and skills, hosted on self-managed infrastructure.
- Implemented front-end interface using HTML, CSS, and JavaScript with a responsive, accessible layout.

Education

Bachelor of Science, Information Science & Technology — University of Wisconsin-Milwaukee (Jan 2025 - Aug 2026 Expected)

- **Relevant Coursework:** Introduction to Application Development, Web Application Development, Web Design, Database & Information Retrieval Systems, Introduction to Systems Analysis, Knowledge Organization, Human Factors in Information Seeking, Project Teams & Leadership.

Associate of Science — Milwaukee Area Technical College

Additional

- **Professional Development:** Self-directed study in networking, cybersecurity, IT support, and applied AI through coursework, hands-on labs, and home-lab projects.
- **License:** Valid Driver's License