Andre J. Esher

US Citizen | andreesher1@gmail.com | (720)-753-2417 | LinkedIn: Andre_Esher_LinkedIn | GitHub: Aesher7

EXPERIENCE

Sunrun   **Remote, Colorado**
Senior Technical Support Specialist   *Sep 2020 – Current*
- Lead Tier 3 escalations for thousands of distributed PV and battery systems across San Diego and Orange County using Enphase Enlighten, SolarEdge Monitoring, Tesla Energy Gateway, and Salesforce
- Resolve 7 to 8 complex escalations daily involving inverter firmware faults, CT misconfigurations, gateway communication failures, grid synchronization errors, and battery dispatch anomalies through inverter-level log analysis and historical production trend review.
- Perform system-level root cause analysis by interpreting single-line diagrams, validating wiring configurations, and analyzing real-time telemetry to determine remote reconfiguration, hardware replacement, or field dispatch.
- Remediate 25 percent of escalated cases remotely through firmware updates, configuration corrections, and gateway resets, reducing dispatch frequency and operational costs.
- Own high-frustration and repeat-call customer cases end to end, translating electrical and firmware issues into clear explanations while coordinating with Field Service, Engineering, and manufacturer support teams to drive resolution.

Qookit AI   **Remote, Colorado**
Software Development Engineering Intern   *May 2023 – Nov 2023*
- Designed and developed modular, object-oriented software components using JavaScript and HTML, ensuring responsive and maintainable front-end interfaces compatible with mission-critical systems.
- Built cross-platform mobile applications using Flutter and Dart, applying principles of declarative UI and widget-based architecture to deliver efficient, real-time user interactions across devices.
- Integrated backend AI and data-processing systems with frontend interfaces using Python, optimizing performance and scalability to support complex operational requirements.
- Applied knowledge of machine learning and large language models (LLMs) using Python and TensorFlow to engineer intelligent systems capable of delivering real-time, personalized recommendations based on diverse data sets.
- Familiar with debugging, troubleshooting, and maintaining software systems on Linux-based environments; experienced with version control, IDEs (e.g., IntelliJ, VS Code), and collaborative development workflows.

EDUCATION

Colorado State University - Global   **Denver, Colorado**
B.S. & M.S. in Computer Science   *Expected Graduation, May 2028*
- o **Concentrations:** Artificial Intelligence and Machine Learning
- o **GPA:** 3.82/4.00
- o **Related Coursework:** Data Structures & Algorithms, Objects & Design, Computer Organization & Programming, Combinatorics, Machine Learning, Artificial Intelligence, Object-Oriented Programming, Statistics & Applications

PROJECTS

Gen AI Cooking Assistant   **Denver, Colorado**
Team Member   *May 2023– Nov 2023*
- Built a cross-platform Flutter app that interfaces with backend LLM APIs to deliver personalized cooking recommendations, integrating user dietary inputs with real-time AI-driven suggestions.

Dealership Inventory Management System   **Denver, Colorado**
Personal Project   *Jan 2024- Jan 2024*
- Developed an object-oriented Python application to manage vehicle inventory, enabling CRUD operations and automated data export via structured file I/O.

SKILLS

Programming: Python, JavaScript, SQl
Cloud: AWS EC2, Lambda, S3, RDS, DynamoDB, VPC, Load Balance, API Gateway, IAM, CloudWatch
Tools: Salesforce, Tableau, Git, Jira, VS Code
Technical Competencies: Root Cause Analysis, Incident Escalation Management, Telemetry and Log Analysis