Aaron Schuman

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About

Aaron Schuman is currently the Lead Customer Engineer at Airship. In this role he helps maintain several open-source libraries, creates / maintains internal tooling for his company, and provides mentorship to junior members of his team. Aaron also has a strong background in customer service, support, and deep technical troubleshooting spanning from face-to-face consumer interaction to top-tier support engineering.

Technology Summary

Object-Oriented Software Design, Python 2.7 & 3.7, Java, HTML / CSS, Git, SQL and Database Design, RESTful API Use and Design, Test Driven Development, Microservice Architecture, Google App Engine, Google Cloud SQL, Google Compute Engine, Google BigQuery, Stackdriver, Looker, IntelliJ IDEA, PyCharm, Visual Studio Code, XML, JSON, Unix, Linux, macOS

Experience

Lead Customer Engineer – Airship – 2016 to Present

- Leads troubleshooting and process documentation for new products and platforms.
- Creates and maintains internal tools and processes for issue escalation and resolution.
- Mentors new and junior team members in development, troubleshooting and documentation.
- Improves existing open-source API libraries in multiple languages.
- Represents the Customer Engineering team in cross-functional meetings across the company.
- Speaks for Airship Engineering organization in customer-facing communication.

Technical Support Engineer, Various Roles – Airship – 2014 to 2016

- Led Technical Support team for industry-leading SaaS platform.
- Created and executed on-boarding and technical training program.
- Defined career ladder in Technical Support as company's first Senior then Lead Technical Support Engineer.
- Created and maintained internal tools for API testing and service log processing.

Technician/Trainer – Apple Retail – 2008 to 2014

Customer Service polymath. Days were spent training customers on the entire range of Apple hardware and software. Also provided hardware and software technical support for iOS devices and Macs at the Genius Bar.

Notable Projects & Contributions

Lake Bottom Radio – Django Radio Station CMS

Lake Bottom Radio is an internet radio station which broadcasts a few shows weekly from its home near the Bitterroot Mountains of Montana.

Technologies Used: Python 3.7, Django, Django Admin, Bootstrap 3, Shoutcast, Google App Engine, Google Cloud SQL

Trestle Ties – Online Literary Journal

Trestle Ties is an online journal of poetry and art. It was co-founded in 2018 by Aaron and Juleen Johnson. Its mission is to create a bridge to publication and access to readers for emerging writers.
Technologies Used: Python 3.7, Flask, Bootstrap 4, Google App Engine

Python Server Library – Airship Python API Wrapper

Maintained and made substantial contributions to Airship's widely used open-source Python API. This includes addition of major new features, refactors, bug fixes, documentation updates, GitHub communication, and mentoring new internal contributors to the project.
Technologies Used: Python 2.7 - 3.7, nose, unittest, tox, pypi, GitHub

Education

Portland Community College – AAS Computer Information Systems – 2013

Concentrated on courses in Software Development, Networking and Unix.

California State University, Monterey Bay – BA Music Technology – 2008

Concentrated on creative use and creation of software for sound synthesis and audio manipulation. Contemporary music theory, composition and application. Sound and music nerd. Instruments: Viola, Bass Guitar, Keyboard and Laptop.