# Walter Marshall

Technical Support Engineer: application support, troubleshooting and QA

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I've spent nearly two years resolving account problems for federal student aid borrowers at Aidvantage. I also built and run Dealer Recon Systems, a dealer management platform, so I can handle the technical side of a ticket too: reproducing the problem and digging into the data to find the cause.

## EXPERIENCE

### Aidvantage (U.S. Department of Education contractor)

Nov 2024 - present

Customer Service Representative · Federal student aid accounts · Remote

- Resolve account issues for federal student aid borrowers from start to finish (balances, disbursements, payment history, corrections), fully remote against handle-time and QA targets.
- Research accounts that don't reconcile, correct them under written policy and federal privacy rules, and document every case so the next person can follow it.
- Explain balances and payments in plain language to stressed borrowers, which keeps calls from turning into escalations.

### Dealer Recon Systems

Feb 2026 - present

Founder · Sole engineer · Jacksonville, FL · Remote

- Built and run a dealer management platform (inventory, recon, sales and CRM, service, parts, accounting) on one Flutter codebase for iOS, Android and web, about 50,000 lines of Dart. Pre-launch.
- Wrote the Node.js and Firebase backend: 37 Cloud Functions and 900+ lines of Firestore security rules that keep each dealership's data separate, plus role-based access with ~40 permissions and two-factor login.
- Designed it for techs on weak cell signal: offline caching, queued photo uploads, VIN and barcode scanning, e-signatures and an audit log that can restore old versions of a record.

### Kik

Nov 2017 - Jun 2019

Software Engineer · Contract · Remote

- Closed a catfishing exploit in the Android app (modified builds faking live camera photos) with a per-version integrity hash checked at login. Tampered clients failed silently, so the exploit's authors couldn't tell what changed.
- Designed the UI and UX for Kik X, a full redesign of the app.

### Automotive service and collision repair

2019 - 2024

Mechanic · Ford dealership, Greg's Auto Body Collision Center · On site

- Learned the dealership workflow that Dealer Recon Systems is built around.

## PROJECTS

### Open source

github.com/ElatDev · TypeScript, Rust, C, Python, Go

- Hindsight: free, offline chess review app for Windows, macOS and Linux. CI runs all 581 tests on all three.
- Four parsers, each tested against large public datasets: paeth (Rust) on all 162 valid PngSuite images, loupe (C) on all 4,264 System32 binaries under sanitizers, unspool (Python) against tshark on 1,290,282 packets, and vinspect (Go) on 6,516 real VINs.

## SKILLS

Support: Troubleshooting and debugging, Case documentation, De-escalation, Account research, PII handling

Testing: Automated testing, Cross-platform testing (Windows, macOS, Linux), CI/CD, GitHub Actions

Technical: SQL, REST APIs, JavaScript, TypeScript, Python, Node.js, Firebase, Flutter, iOS, Android, Git

Remote work: Fully remote, Asynchronous written communication, Excel, Google Sheets, Home office