Alex Jensen

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Summary

Software developer building and supporting C#/.NET Web APIs and Windows services over SQL Server. Hired as an organization's first AI developer, built that capability from zero, and set the architecture standards the team develops against.

Experience

Software Developer (AI Development), Midcontinent Communications (Midco), Sioux Falls, SD — May 2025 – Present

- Build and support the production services, APIs, and background applications behind 10+ internal systems, and own the shared architecture standards the team develops against.
  Tech: C#, .NET, Clean Architecture, SOLID, CQRS/Mediator, microservices, SQL Server
- **AI Development Agent.** Extended Azure DevOps so any work item can hand itself to an AI coding agent, which implements the ticket in an isolated environment and publishes a branch for developer review. Engineers start from a working draft instead of an empty file, and every action the agent takes stays auditable.
  Tech: C#, .NET Web API, Microsoft Agent Framework, MCP, Azure DevOps extensions, Git, PowerShell
- **Automated Note Assistant.** Customer service reps wrote a summary by hand after every call. Built the pipeline that writes it automatically the moment a call ends and posts it to the account record, cutting after-call work by 30% and making notes consistent across the department.
  Tech: C#, .NET Web API, Windows Worker Service, Entity Framework Core, SQL Server, T-SQL
- **Enterprise Knowledge Assistant.** Company documentation lived in three disconnected systems, so employees filed tickets for answers already written down. Built a Microsoft Teams assistant that re-indexes all three nightly and answers policy, process, and troubleshooting questions on demand.
  Tech: C#, Python, .NET Web API, Microsoft Agent Framework, RAG, Azure AI Search, Cosmos DB, Azure App Service
- **Proactive Monitoring Agent.** Critical infrastructure errors surfaced only after they caused problems. Built a monitoring pipeline that detects them in production logs and posts a plain-language explanation to the operations channel, so engineers respond before the impact spreads.
  Tech: C#, .NET Web API, Microsoft Agent Framework, Azure Log Analytics, KQL, Microsoft Teams
- **Legacy Document Modernization.** Migrated 500+ HR job descriptions to a new standard automatically, saving months of manual work, and rebuilt the authoring process as a guided app.
  Tech: C#, .NET Web API, Blazor, .NET console application, SharePoint

Education

University of South Dakota, *BS in Computer Science, AI Specialization* — Aug 2021 – May 2025

- GPA: 3.6/4.0. Minor in Mathematics. **Coursework:** Data Structures & Algorithms, Computer Architecture, Machine Learning, Web Development

Technical Skills

Languages: C#, T-SQL, Python, JavaScript/TypeScript, PowerShell, KQL, HTML/CSS

.NET: ASP.NET Core, .NET Web API, Windows Worker Services, Blazor, Entity Framework Core, REST

Data & Cloud: SQL Server, Cosmos DB (NoSQL), Azure App Service, Azure Bot Service, Azure Log Analytics

Architecture & Practices: Clean Architecture, SOLID, CQRS/Mediator, microservices, Git, Azure DevOps, CI/CD pipelines, unit & integration testing (xUnit, Moq)

AI: Microsoft Agent Framework, RAG, Azure AI Search, MCP servers, prompt engineering