AUSTIN ORPHAN

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Software Engineer Profile / Data Engineer Profile

Innovative professional with a sharp technical acumen, computer science-oriented educational background, and passion for software engineering, poised to leverage keen programming expertise in an Agile environment. Familiar with the entire software engineering process from design and development to testing and deployment. Well-schooled in translating UX concepts into code, developing new user features, crafting code for various software functions, testing the functionality of web applications, and tweaking the code to perfection. Ability to design and implement the infrastructure to store and process large data amounts. Significant experience with data acquisition, storage, transformation, and extraction techniques. Well-schooled in developing and maintaining databases, creating tools and analytics solutions, generating detailed reports, and ensuring data security. Creative problem solver and excellent team leader with ability to propel projects and teams to peak results. Motivated to collaborate with developers, clients, and other product stakeholders to enhance product features, functionality, and reliability.

Education

Bachelor of Science, Computer Science (December 2019)
Aurora University, Aurora, Illinois
Relevant Coursework: Systems Analysis & Design, Intro to Robotics, Discrete Mathematics, Database Design & Implementation, Software Engineering, Computer Architecture, Data Structures & Algorithms, Web Application Development, Calculus

Technical Proficiencies

Languages: Python, LookML, Java, C#, C++, HTML, CSS, SQL, Ruby, PHP

Frameworks: Laravel, Ruby on Rails, Bootstrap, Django

Software & Tools: Git, Looker, Visual Studio, Discord, CAD, Microsoft Office, Adobe Creative Suite

Areas of Expertise

Big Data Engineering

Data Collection & Storage

Problem Solving Orientation

Data Analysis & Visualization

Client Requirements Analysis

Full Cycle Project Management

Communication & Collaboration

Web & Application Development

Software Development Lifecycle

Customer Service & Satisfaction

User Experience (UX) Optimization

Professional Experience

Integral Ad Science, Chicago, Illinois   (2020 – Present)
Customer Excellence Engineer

Spearhead customer service and support procedures with direct responsibility for addressing tickets and resolving issues, enabling clients to access and understand data, and training and learning alongside team members. Subject matter expert on creating and modifying advertising data reports using SQL.

- Automated dozens of reports and trained new hires and junior team members on Looker.
- Created, edited, maintained, and organized hundreds of SQL reports containing critical, time-sensitive advertising data.
- Advised advertisement tracking accuracy based on analyzed advertisement implementation within webpages.

Populus Group, Lisle, Illinois   (2017 – 2020)
Data Entry Specialist

Internal resource to prepare, input, and authenticate personal and professional details, interact with customers with a wide variety of needs, and maintain confidential information organization and validation. Held concurrent responsibility for checking information accuracy, inputting data, sorting information, determining entry priorities, running tests after system changes, and eliminating duplicate data.

- Compared and verified information through close review, correction, deletion, or re-entry to detect duplication or errors and optimize data accuracy.
- Developed streamlined overview of employee verification process and automated data organization in Google Sheets to improve user friendliness.
- Consistently earned recognition for demonstrating performance excellence and setting exemplary standards of commitment and dedication.

*Additional experience as **Seasonal Electronics Sales Associate** at Target*

Relevant Projects

Looker Implementation (2020 – Present)
- Improve IAS reporting integrity, accuracy, and compliance by implementing and regularly updating Looker while working in collaboration with the team.

Vitaenet (August 2019 – December 2019)
- Rebuilt web-based nursing lab simulation application developed by a former university student to run on an additional server
- Ensured application performance to bring in line with customer needs.

Maze-Navigating Robot (January 2019 – April 2019)
- Designed and developed an autonomous rover to navigate maze from start to finish using various sensors to avoid dark or hot hallways, and collisions.
- Gained hands-on experience in Tinkercad to design and 3D print enclosures for battery pack and sonar sensors.