Austin Rippee

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Career Objective

Experience of over two years of working in a variety of development roles. Seeking a Software Engineer position to apply technical skills, enthusiasm, adaptability, and commitment to continuous learning in a dynamic team environment.

Experience

Customer Support Analyst I *August 2024 – Present*
Vertafore

- Delivered exceptional client support by managing over 30 accounts and resolving approximately 40 cases simultaneously using tools such as Salesforce, Oracle SQL Developer, and Microsoft Excel. Performed daily SQL queries on large datasets to diagnose and resolve client issues, while maintaining a high customer satisfaction survey score.
- Facilitated successful customer implementations and training sessions while hosting bi-weekly partnership status calls to ensure quality metrics are maintained. Collaborated cross-functionally to escalate and resolve issues efficiently, leveraging SQL insights to address complex client challenges.

Website Developer *March 2024 – August 2024*
PC Server & Parts

- Co-developed website landing pages, written in HTML, CSS, and base JavaScript, for various computer servers, workstations, and parts. Utilized Google SEO (Search Engine Optimization) to better market products on related pages.
- Created a webpage using web development tools that have amassed over 4000 unique clicks in a span of 4 months. The webpage stands at the 8th most popular web page on Google using specific keywords.

Product Data Analyst *August 2023 – August 2024*
PC Server & Parts

- Implemented Excel XLOOKUP, SQL Queries, and Data Visualization tools to extract information on large product datasets of over 9500 servers, workstations, and parts. Made strategic business decisions based on information presented to maximize profits.

Software Developer (Internship)
Cech Corporation *October 2019 - March 2020*

- Designed and developed a truck scaling database application, utilizing the Basic4Android programming language. The program connected a truck scale to a tablet through Bluetooth, adding each truck's materials and information to a database.

Personal Projects

Vo2sDay (GitHub) *February 2025 - Present*
Developing a Java project that provides different tools for running and endurance athletes. Tools include a converter for performances into comparable times, predictive training paces based on a metric calculation, and training suggestions based on that calculation.

Garmin Performance Analysis (GitHub) *December 2022 – March 2023*
Performed an in-depth analysis of personal Garmin running data during 2022 using Python, importing and processing a CSV file from Excel generating actionable insights using Pandas into long-term performance trends and improvement areas.

Education

University of Colorado – Boulder *June 2025 – Present*
Master of Science, Computer Science

Saginaw Valley State University *Graduated April 2023*
Bachelor of Science, Computer Information Systems

Skills

Programming Languages .... Python (Pandas, NumPy, Matplotlib), Java, VB.Net, JavaScript, HTML, CSS
Database & Analytics... SQL, R, Oracle SQL Server, MySQL, PowerBI, Apache Spark, MiniTab
Tools ....MS Excel (XLOOKUP, Pivot Tables, Power Query), GitHub, Git
Cloud Technology .... AWS, Google Cloud Platform

Certifications

AWS Certified Cloud Practitioner (CLF-C02) *Expires March 2028*