Austin Andrews

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Full Stack Web Developer and Former Supervisor

Positive and action-oriented individual with 6 combined years' experience with OpenTable Tier 2, as a representative and manager, both locally and remotely employed.

- Skilled with HTML, Javascript (including JQuery and Node JS), and CSS
- Experienced in the development and execution of employee QA, CSAT and NPS systems
- Excellent communication and professional writing skills, very strong at both internal and customer relationship management
- Enthusiastic lifelong learner with great skill and process acquisition and retention

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PROFESSIONAL EXPERIENCE

OpenTable/KAYAK, San Francisco, CA
Tier 2 Support Supervisor, January 2017-December 2021
Current position, managing a blended team of technical support and engineers across offices in California and Colorado
- While in this position, built from the ground up QA and CSAT scoring systems for team
- Developed and maintained global communications processes between customer support, product engineering, and field sales positions
- Dramatically improved team morale and reduced turnover (average team tenure currently over 3 years)
- Acted as hiring manager for all new team members

OpenTable/KAYAK, San Francisco, CA
Tier 2 Support Representative, August 2015-December 2016
Hybrid role resolving escalated technical support issues from customers, internal helpdesk issues, and identifying and/or replicating bug reports to product engineering
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- Success required high level of competence with internet networking, Windows and Apple OS', extensive product knowledge, and limited SQL database management skills
- Pattern of precise and thorough notation and documentation skills
- Top performer two consecutive review cycles, prior to promotion managing the team

Service Response Partners, Irvine, CA
Tier 2 Support Representative for OpenTable, August 2014-July 2015
Identical role as above, through outsourced contractor. Was hired by parent company from contractor after one year of exceptional performance

Additional Skills and Competencies

- Comfortable with HTML, CSS, Javascript (including JQuery and Node JS), limited MySQL and Firebird SQL
- High level of familiarity and competence with Google Suite, Salesforce CRM, Atlassian, Microsoft Office, and Slack message and workflow clients
- Functional competence with Zendesk, ADP Payroll Services, Workday, Expensify and Concur

Education

Certificate in Progress, Full Stack Web Development, Denver University, Jan 2022 - Present

Partial College, Political Science and Psychology, University of Maine, 2008 - 2012, left due to financial limitations and career opportunities that became available

References, further employment history and additional information available upon request