

Austin Andrews

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JUNIOR FULL STACK DEVELOPER

Positive and action-oriented individual with 10+ years industry experience in technology, working at KAYAK/OpenTable. Previous roles included product QA, client-side SQL Database management, network management, IT Support, team management, and professional writing/presentation.

I work well in teams and individually, have a lifelong passion for learning with excellent skills and knowledge retention, and am an articulate, effective communicator.

SKILLS

- **Core Skills:** Javascript, React, SQL, MongoDB, HTML5, CSS
 - **Related Skills:** NodeJS, Express, Apollo, GraphQL, React Router, MySQL2, MSSQL, Sequelize, Mongoose, JQuery, CSS Frameworks (includes MUI, Bootstrap, React-Bootstrap)
 - **Technologies:** Visual Studio, GitHub, Heroku, Salesforce, Atlassian JIRA and Zendesk, GSuite, Microsoft Office, WorkForce, ADP, Slack, Hipchat, Zoom
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PROFESSIONAL EXPERIENCE

OpenTable/KAYAK, San Francisco, CA

Tier 2 Technical Support Supervisor, January 2017-December 2021

Current position, managing a blended team of technical support and engineers across offices in California and Colorado

- Developed and maintained global communications processes between customer support, product engineering, and field sales positions
- Dramatically improved team morale and reduced turnover (average team-member tenure over 3 years)
- Acted as hiring manager for all new team members

OpenTable/KAYAK, San Francisco, CA

Tier 2 Technical Support Representative & QA, August 2013 - December 2016

Hybrid role resolving escalated technical support issues from customers, internal helpdesk issues, and identifying and replicating bugs for product engineering

- 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

RELEVANT EDUCATION

Certificate in Progress, Full Stack Web Development, Denver University, Jan 2022 -
Present: Expect to Graduate with an A+ on April 26th, 2022

Additional Work History, References, and Educational History available upon request