# Gavin Hensley

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## SUMMARY

Full stack engineer with 3 years of hands-on experience building responsive web applications and RESTful APIs, utilizing HTML, CSS, JavaScript, TypeScript, React.js, Node.js and Express. Currently pursuing a bachelor's degree in software engineering at Western Governors University (expected graduation May 2025). Proficient in optimizing website performance and ensuring cross-browser compatibility and managing databases like SQL and MongoDB. Skilled with Git, GitHub, GitLab, Postman, and Figma for effective team collaboration.

## EDUCATION

**Bachelor of Science in Software Engineering |** Western Governors University
*February 2025 - Expected Graduation May 2025*

## SKILLS

**Programming Languages:** JavaScript, TypeScript, Python, SQL
**Front-End Development:** HTML, CSS, React.js, TailwindCSS, Redux, Context API, Next.js
**Back-End Development:** Node.js, Express, PostgreSQL, MySQL, REST APIs, GraphQL, MongoDB, Prisma
**Tools:** Git, GitHub, GitLab, Postman, VS Code, Figma, Postman, Cursor AI, Vercel, Heroku
**Other:** Agile, Scrum, Kanban, User Experience, User Interface Design, Mobile-First Development, Prompt Engineering
**Soft Skills:** Innovation, Continuous Learning, Attention to Detail, Collaboration, Critical Thinking

## ACADEMIC PROJECTS

**Inventory Management System | React.js | TypeScript | CSS | PostgreSQL | Node.js | Express**

- Built a full stack inventory management application with a responsive table UI, enabling real-time updates for simulated inventory of 500+ items.
- Designed a PostgreSQL database schema and integrated it with a Node.js/Express backend, reducing query response time by 25%.

**Expense Tracker | React | TypeScript | Next.js | GraphQL | MongoDB | Node.js | Express | Vercel | Heroku**

- Developing a responsive expense tracking app with a partner, using Next.js and TailwindCSS for an intuitive UI across all devices.
- Deploying on Vercel (frontend) and Heroku (backend), designed to handle 500+ users with a 2-second page load time.

## WORK EXPERIENCE

**Full Stack Engineer** | Contractor | *October 2024 – Present*
- Designed and developed a portfolio website using HTML, JavaScript and CSS that increased portfolio visibility by 30%.
- Analyzed previous projects to optimize performance by 50% for specific applications.
- Built a full stack inventory tracking system utilizing SQL, node.js, express.js, react.js, and typescript within 3 days.

**Tier 2 Technical Support Specialist** | Concentrix | *July 2023 – October 2024*
- Collaborated with engineering teams to escalate, debug, and resolve complex SaaS product issues including iCloud and Apple ID services, maintaining a 90%+ issue resolution rating.
- Identified and resolved software and system issues consistently meeting performance metrics with a 96% satisfaction rating and 100% compliance with global and company standards.
- Resolved system-level software glitches on macOS and iOS, such as virus removal and file management errors, reducing customer-reported issues by 15%.
- Mentored over 70 Tier 1 support specialists, providing guidance on handling complex technical issues.

## CERTIFICATIONS

**WGU:** Front-End Developer

**FreeCodeCamp:** Responsive Web Design, JavaScript Algorithms and Data Structures, Back End Development and APIs