

HUNTER BAILEY

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Summary

Dynamic and results-oriented IT professional with over 9 years of experience in software support, technical troubleshooting, process optimization, and application development. Skilled in leading cross-functional teams, implementing innovative solutions, and driving continuous improvement initiatives. Proven track record of success in project management, technical training, and customer support. Proficient in a wide range of technologies including PHP, NodeJS, HTML/CSS, JavaScript, SaSS, Laravel Framework, and more.

Skills

Leadership

- Technical Training & Documentation
- Incident Management
- Process & Performance Optimization
- Project Management

Programming Languages & Frameworks

- PHP, JavaScript, NodeJS, Laravel, React, HTML/SaSS

Network & System Administration

- Hardware Diagnostics
- Virtualization
- Network Design & Administration

Tools & Technology Administration

- Jira, Jira Service Management, Confluence
- Git, Github
- ELK Stack (Elastic Search, Logstash, Kibana)
- MySQL/MariaDB, Postgres, Redis

Technical Support

- Customer Success
- Remote Troubleshooting & Diagnostics

Experience

Senior Computer Specialist | University of Washington 04/2024 - Current

- Refactoring & re-writing custom authentication plugins in Java 8.
- Designed new server architecture for Application - Database implementation of Atlassian Data Center products.
- Performed Postgres administration and resolved archiving issues with replication plaguing the current implementations.
- Re-deployed and improved current replication and geographic redundancy implementations of Atlassian Data Center Products.

Sr. Technical Support Engineer | Carbon Robotics Inc. 06/2022 – 04/2024

- Served as the primary Jira Administrator and Architect, initially focusing on support teams and later expanding to achieve full company-wide adoption.
- Designed and implemented a standalone Laravel application to manage support accounts, utilizing Redis for task scheduling and ensuring compatibility with existing infrastructure.
- Rebuilt the application using the company's tech stack and collaborated with product and engineering teams to develop a full integration roadmap.
- Delivered comprehensive technical design documentation and training materials for Jira and JSM configuration.
- Authored foundational support runbooks and product knowledge guides, establishing essential resources for the team's future growth and development.
- Streamlined support processes, reducing escalations by over 30%.
- Achieved 99% user adoption of Confluence as the central documentation source, enhancing organization and searchability.
- Automated customer performance reports, reducing report creation time by over 80%.
- Partnered with executives to implement Tableau for reporting and developed custom data flows for complex data manipulation.

- Assisted in expanding support coverage to a 7x19 schedule and later to a 7x24 schedule, overseeing the onboarding of new team members.
- Maintained over 95% response time within 5 minutes for remote support in a 6x16 schedule.
- Provided on-call support for critical issues and conducted bi-weekly ticket reviews for quality assurance.
- Developed and implemented a new hire and onboarding training program, successfully integrating 7 new engineers within 4 weeks.
- As the first Support Engineer hired, worked closely with the Director of Support to build and guide the team to success.

Founder & Lead Application Developer | Enchanted Rose Innovations - 05/2018 - Current

- Developed and maintained a custom Learning Management System (LMS) using the Laravel Framework, NodeJS, JavaScript, and SaSS.
- Implemented advanced features such as role-based user authentication, dynamic content generation, and in-app payment processing with Stripe.
- Engineered a tailored content management module, enabling instructors to seamlessly import and manage various external resources like PDFs, PowerPoints, and videos.
- Designed the engineering roadmap to support SCORM 1.4 and xAPI for the next major software release.
- Assisted the organization in transitioning from their previous name and web presence to the current branding.
- Collaborated with the organizational leader and brand designer to enhance user experience and usability on the new website, improving ADA accessibility compliance.
- Transitioned the organization from bare-metal web hosting to a more scalable cloud solution.
- Improved uptime to 94% through proactive maintenance protocols and robust server management strategies.
- Enhanced data storage methods for learning content by migrating from Google Workplace to a secure storage bucket, increasing security and integration.

L3 Support Engineer | Coupa Software Inc 03/2020 - 06/2022

Reviewed existing code repositories for bugs and provided suggested solutions to engineering.

- Assisted in smoke and unit testing of upcoming releases.
- Conducted technical investigations and troubleshooting of potential bugs, providing cause/effect analysis for engineering review.
- Analyzed and addressed issues using tools such as Kibana, Grafana, MySQL, Ruby and Rails.
- Delivered technical training to Senior Technical Support Engineers in collaboration with cross-organizational management.
- Overhauled training and onboarding processes globally, resulting in a 45% increase in positive feedback for new hire training quality.
- Rebuilt and implemented the internal product knowledge base and technical support process documentation.

Patient Care Coordinator | Grand Rounds - 11/2018 - 01/2020

- Managed a high volume of inbound and outbound phone calls daily, providing technical assistance and support to patients and healthcare professionals.
- Utilized case management system for efficient data entry and comprehensive customer file management, ensuring accuracy and completeness of records.
- Demonstrated strong interpersonal skills in patient de-escalation, resolving issues with empathy and professionalism while troubleshooting technical problems.
- Implemented and maintained routine updates to clinic information systems, ensuring the accuracy and relevance of data for seamless operations.
- Facilitated communication between medical providers and patients, including translation services as necessary, to ensure clear understanding and effective collaboration.
- Optimized appointment scheduling processes to minimize delays in patient care, utilizing technical tools and systems for efficient workflow management.
- Conducted a thorough review of patient medical records for content clarity, readability, and situational appropriateness, ensuring compliance with regulatory standards.

- Designed and implemented a searchable database system for provider information and case volume predictions, leveraging technical expertise to enhance operational efficiency and resource allocation.

Network Technician Intern | Outlaw Wireless - 08/2012 - 08/2017

- Managed micro-computing and network infrastructure, overseeing Raspberry Pi deployment for business operations, gaining practical experience in hardware management and network configuration.
- Assisted in server maintenance tasks utilizing Unix shell scripting within Ubuntu and Fedora Server environments, contributing to system stability and performance optimization.
- Provided hands-on support in the deployment of network hardware and long-range radio frequency communications, ensuring reliable internet service for residential clients.
- Acquired proficiency in Linux system administration and network troubleshooting, actively participating in diagnosing and resolving network issues to maintain operational efficiency.

Education and Training

Western Governors University - 2025 | Salt Lake City, UT

Bachelor of Science: Computer Science

Websites, Portfolios, Profiles

- <https://hunterbailey.dev>
- <https://github.com/HunterCarrollBailey>
- <https://www.linkedin.com/in/huntercbailey/>

References

References are available upon request.