

Austin Behrens

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🌐 linkedin.com/in/austin-behrens-67697b205 🐙 github.com/IAustinBehrensI 📄 Portfolio

Profile

With a B.S. degree in Computer Information Technology, I have developed a strong foundation in software development, supported by hands-on experience with a variety of programming languages. My passion for building solutions has driven me to pursue personal coding projects, continually sharpening my skills and staying current with industry practices.

I have experience working with Python, SQL, Java, JavaScript, Visual Basic, C#, and HTML, which has given me a well-rounded understanding of full-stack development across both front-end and back-end.

Professional Experience

Help Desk Analyst Level 1 & 2, KWI	2024 - present
As a Level 1 and 2 Help Desk Analyst, I handle and troubleshoot incoming support tickets related to mobile POS and hardware malfunctions, using FootPrints.	Melville, United States

I escalate issues using JIRA, working closely and collaborating with the development team, app support, and our Merchant Services team.

Worked on our MYSQL transaction database and wrote specific Queries for troubleshooting & diagnostic purposes to build and configure transaction processes, ensuring smooth operation and functionality across integrated systems.

Utilize Python-based PowerShell scripts that take data from Excel and assist to manage mobile POS configurations and perform system diagnostics, significantly reducing incident rates through effective technical issue resolution.

Additionally, I implement crisis management protocols while leading teams in crises. Additionally, I contributed to standard operating procedures in Confluence, tracking the deployment of new app versions.

Skills

PYTHON Frameworks: NumPy, TKINTER	SQL – Proficient Database Applications: MySQL, MSSQL
JavaScript Node.js, React	Data Manipulation, Data Filtering and Sorting, Joining Tables, & Aggregate Functions
Visual Basic	Java
HTML	C#

Projects

Portfolio Website, 📄

Automated screen detector/image crop/Text reader to AI TTS, *Developed with python*

Car accident regression analysis, *Developed with Visual basic and SQL*

Created a database of car accidents, the number of major interstate highway systems, and the top speed per state. Then created a regression analysis and a GUI in Visual Basic in order to view/calculate/add data in the database in real time.