

Austin Behrens

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🔗 Portfolio <https://iaustinbehrensi.github.io>

Profile

With a B.S. degree in Computer Information Technology and my professional experience, I have developed a strong foundation and passion in software development, data engineering, networks, and cybersecurity. I'm looking to sharpen my skills by delving further into the tech industry

Skills

PYTHON (NumPy, TKINTER, pygame, pytesseract, pyautogui, OpenCV)

- Asynchronous programming with asyncio
- OCR image processing using pytesseract/OpenCV
- API integration with OpenAI and ElevenLabs
- screen capture/template matching

SQL (MySQL, MSSQL)

- Data Manipulation
- Data Filtering and Sorting
- Joining Tables, & Aggregate Functions

JavaScript (Node.js, React)

- React.js & Vite, Built and deployed a responsive web app
- Routing implemented w/ multi-page navigation
- GitHub Pages, Deployed using version control

Visual Basic (system.data.SqlClient, VisualStyles)

- SQL Server integration
- Linear regression implementation
- Multi-form Windows Forms app
- Event-driven programming

Problem Solving (Help Desk Analyst)

- Diagnosing POS hardware and software issues
- SQL log analysis and root cause identification
- Automating diagnostics with Python and PowerShell
- Collaborating with dev teams via JIRA for escalations

Networking

- Configuring and troubleshooting POS hardware/Wi-Fi
- Understanding network topology/device integration

Cybersecurity

- phishing attempts/impersonation threats
- threat sources/scope across retail systems

HTML, Java, Css, R studio, Excel

Professional Experience

Help Desk Analyst Level 1 & 2, KWI

2024 - present | Melville, United States

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.

I escalate issues using JIRA, working closely and collaborating with the development team, app support, and our Merchant Services team. I implement crisis management protocols while leading teams in crises. I contributed to standard operating procedures in Confluence, tracking the deployment of new app versions.

I often work on our MySQL transaction database and write specific Queries for troubleshooting & diagnostic purposes to build and configure transaction processes, ensuring smooth operation and functionality across integrated systems. and Frequently 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.

In my role, I am frequently responsible for the configuration and troubleshooting of network-connected retail hardware, including receipt printers, cash drawers, iPads, and POS systems. This has provided me with a strong working knowledge of network topology and device integration. Additionally, I routinely address network security concerns, including investigating phishing attempts and instances of impersonation targeting store systems. My team and I work to identify the source, scope, and nature of these threats, while also providing training to store personnel on best practices in cybersecurity and fraud prevention.

Projects

Portfolio Website, Front-end 📄

Built from the ground up using React and CSS to showcase my professional profile.

Automated screen detector/image crop/Text reader to AI TTS, Back-End

Built a real-time desktop app using Python to detect in-game deaths via screen capture, extract text with OCR, generate AI callouts, and play them through virtual audio.

Car accident regression analysis, Databases/Back-end

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.