Drew Griffin

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Objective

Dynamic Software Support Engineer with over 5 years of experience in technical support, application troubleshooting, and system optimization. Seeking a software or technical support role to deliver solutions using TypeScript, Node.js, React, Angular, MySQL, PostgreSQL, MSSQL, AWS, and DataDog. Skilled in automating workflows with TestCafe, enhancing CRM systems via Zendesk, Outreach.io, and Salesforce, and maintaining 99.9% uptime while resolving 50+ tickets monthly. Ready to apply programming, analytical, and communication skills to drive performance in a collaborative team.

Professional Experience

Software Support Engineer
Golf Nations, Remote, US
July 2023 - Present

- Resolved 50+ monthly customer support tickets using Jira, troubleshooting API, frontend, and backend issues, improving retention by 20%.
- Integrated DataDog monitoring across 5 AWS production servers, reducing downtime by 30% with real-time CPU, storage, and network tracking.
- Developed automated regression test suite with TestCafe, cutting release testing time by 40% and validating 10+ monthly deployments.
- Executed functional, manual, and performance testing with JMeter and Tricentis, optimizing scalability for 1,000+ simultaneous users.
- Enhanced CI/CD pipeline with automated API testing using JetBrains HTTP client, reducing deployment defects by 25%.
- Monitored server health and database metrics for 5 production environments via SSH, maintaining 99.9% uptime.
- Collaborated with teams to fix 30+ quarterly bugs, using Jira and cross-browser testing on Chrome, Firefox, and Safari.
- Improved application quality by debugging API requests and implementing agile testing plans.

Technical Support Engineer
App Academy, Remote, US
May 2020 - July 2023

- Provided technical support via Zendesk, phone, and helpdesk, resolving 40+ weekly tickets with clear, user-focused solutions.
- Built custom Salesforce dashboards for the sales team, boosting productivity by 35%.
- Maintained Outreach.io CRM with Salesforce integration, streamlining workflows for 200+ accounts.
- Created Zendesk automations to triage and route tickets, slashing response times by 20% and enhancing customer support efficiency.
- Wrote 50+ internal and customer-facing documents, reducing onboarding time by 25%.
- Analyzed MSSQL data for actionable insights, supporting C-level decisions.
- Designed email marketing automations for 20,000+ leads, increasing conversions by 15%.
- Developed automation workflows, cutting manual tasks by 30%.

High School Chemistry Teacher

Holland ISD, Holland, TX
August 2012 - May 2020

- Taught 6 sections of chemistry to 150+ students annually.
- Developed and implemented yearly science curriculum.
- Fostered a classroom environment for high-level learning.

Technical Projects

AI Workbooks

2023 - Ongoing
- Developed AI application generating lesson plans and tests for teachers using React, Redux, JavaScript, Express, PostgreSQL, HTML, CSS, Heroku, Stripe API, and OpenAI API.
- Available at https://ai-workbooks.com/

Data Ropers

2024 - Ongoing
- Built Angular application as a marketing funnel for a SaaS company using Angular, TypeScript, Express, PostgreSQL, HTML, CSS, and Heroku.
- Available at https://dataropers.com/

Education

Bachelor of Science in Psychology

Sam Houston State University, Huntsville, TX
August 2007 - May 2012

Skills

- Technical Support: 5+ years
- Customer Success: Expert
- Zendesk: Advanced
- MySQL: Advanced
- PostgreSQL: Advanced
- MSSQL: Proficient
- TypeScript: Experienced
- Node.js: Experienced
- React: Experienced
- Angular: Experienced
- AWS: Proficient
- DataDog: Proficient
- TestCafe: Advanced
- Jira: Expert
- Git: Proficient
- PHP: Intermediate
- Debugging: Expert
- Playwright: Intermediate

Certifications

- Software Engineering, App Academy, 2020