

Drew Griffin

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Objective

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

Professional Experience

Software Support Engineer, WordPress Developer

Golf Nations, Remote, US

July 2023 - Present

- Administered and enhanced a WordPress multisite network, supporting 15 U.S. Golf Associations by delivering seamless functionality, boosting site uptime by 25%, and optimizing performance across all sites.
- Designed and coded custom WordPress pages, plugins, and features, tailoring solutions to client specifications, increasing user engagement by 15%, and improving site usability.
- Configured and optimized DNS settings via Cloudflare, strengthening security protocols, accelerating load times by 20%, and ensuring reliable domain performance.
- Updated and secured WordPress core, plugins, and themes across 15 sites, reducing vulnerabilities by 30% and maintaining compatibility with the latest standards.
- Integrated and maintained an Angular application within the WordPress ecosystem, developing reusable Angular components that enhanced functionality and improved front-end performance by 10%.
- Implemented jQuery solutions to create dynamic front-end interactions, streamlining user workflows and enhancing interactivity across the WordPress platform.
- Built and maintained API integrations, modifying the WordPress REST API and a Propel-based API, ensuring 99% data accuracy and enabling seamless interoperability between systems.
- Responded to customer requests by developing new features, fixing bugs, and onboarding 5+ new clients, achieving a 95% satisfaction rate and driving platform improvements.

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