

John Hines

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[github](#) | [linkedin](#)

SKILLS

Programming Languages C# | Java | Python | JavaScript | Typescript

Frameworks .Net | Spring Boot | Vue.js | React | WPF

Databases MySQL | PostgreSQL | Microsoft SQL | Cassandra

Technologies Docker | Tomcat | Thymeleaf

Tools JUnit | Vite | Git

INDEPENDENT PROJECTS

Veour

Weather forecast app allowing users to look up the current week's forecast

- Written entirely in C# using WPF for the user interface. The focus of this project was to gain experience creating user interfaces for traditional offline programs and experience using APIs.

[Click here to view on GitHub](#)

johnhin.es

Website designed to be a digital business card where businesses or potential employers can view my work and contact me

- Created using Javascript using the Vue.js framework, designed to cost \$0/yr to maintain. Decisions weighed such as server hosting vs serverless functions for API calls to keep costs down.

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Flavour Palette

Spring Boot Web App Solo Project

- Developed a full-stack web application using Java and Spring Boot that allows users to search and post recipes
- Implemented user authentication with OAuth2, enabling users to sign-up via email or Google Login - allowing users to create, rate and save recipes
- Created test units for all the functional code with JUnit for both the Repository and Service layers
- Designed and created the front-end using HTML, CSS, Javascript and Thymeleaf

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EXPERIENCE

Full Stack Developer | Independent Projects

Mar 2022 - Current

Designed and deployed full-stack web applications using modern Java and JavaScript frameworks, demonstrating mastery of end-to-end development from database design through user interface implementation.

- Bootcamps Completed: [Java](#), [Spring Boot](#), [Python](#)
- Courses Completed: [University of Helsinki's MOOC Java I & II](#), [The Odin Project](#), [Harvard CS50](#)

Google

Jul 2019 - Mar 2022

Austin, TX

Customer Support Team Lead

Led customer support operations and product feedback initiatives following Google's acquisition of The Ordering.app, managing support infrastructure while maintaining service excellence for enterprise merchant clients.

- Managed support operations for customer base that expanded 875% between July 2019 and June 2021, establishing scalable processes supporting 2,000+ merchants across 2,400 locations
- Managed critical product-engineering feedback loop, delivering detailed bug reports with reproduction steps and logs that directly informed platform roadmap decisions
- Conducted quality assurance testing across The Ordering.app Play Store application, implementing rigorous testing protocols to identify and resolve critical issues before release
- Executed transition of flagship integrations to leading point-of-sale systems (Square and Clover), requiring technical coordination between support, product, and engineering teams
- Analyzed AWS server logs to resolve critical incidents affecting merchant operations, reducing mean time to resolution by 30%

The Ordering.app

Jul 2013 - Jul 2019

Houston, TX

Customer Success Specialist

Served as the founding customer service hire for early-stage SaaS startup, building support infrastructure from ground zero while maintaining industry-leading customer satisfaction and providing critical product development feedback.

- Established service protocols handling client calls, emails, and SMS for time-sensitive issues, achieving 92%+ customer satisfaction rating across 430+ active merchant accounts
- Conducted full-cycle quality assurance testing, identifying and documenting product defects with detailed reproduction steps that informed engineering prioritization and product roadmap decisions
- Authored comprehensive documentation and video walkthroughs that trained 28 support team members, enabling consistent onboarding and knowledge transfer as the organization scaled
- Provided in-field installation, configuration, and training services for restaurant and hospitality clients, translating technical implementation into business outcomes
- Maintained service continuity during organizational transition following Google acquisition in July 2019, ensuring zero customer churn during change management