

# JOHN HINES

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3+ years of hands-on software development experience combined with 6+ years of technical support leadership, bringing deep understanding of user needs and quality assurance to full-stack development. Proven ability to build production-grade applications using Java, Spring Boot, and modern web frameworks. Skilled in translating business requirements into technical solutions and maintaining code quality through rigorous testing methodologies.

## PROFESSIONAL EXPERIENCE

### Full Stack Developer | INDEPENDENT PROJECTS | March 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.

- Developed Flavour Palette, a full-stack Spring Boot web application enabling users to search, post, and rate recipes with OAuth2 authentication supporting email and Google Login
- Implemented comprehensive unit testing across Repository and Service layers using JUnit, ensuring code reliability and maintainability across functional modules
- Built responsive front-end interfaces using HTML, CSS, JavaScript, and Thymeleaf, translating design requirements into accessible user experiences
- Created Veour, a C# WPF desktop weather application demonstrating proficiency in traditional offline program architecture and third-party API integration
- Engineered johnhin.es personal portfolio website using Vue.js, architecting serverless cost-optimization design reducing hosting expenses to \$0 annually

### Customer Support Team Lead | GOOGLE | July 2019 - March 2022

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%

### Customer Success Specialist | THE ORDERING.APP | January 2013 - July 2019

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

## EDUCATION AND CERTIFICATIONS

### Self-Directed Technical Training | 2022 - Current

- Bootcamps: Java Development, Spring Boot Framework, Python Programming
- Online Courses: University of Helsinki MOOC Java I & II, The Odin Project, Harvard CS50
- Focus: Full-stack web development, software architecture, test-driven development practices

## CORE COMPETENCIES AND TECHNICAL EXPERTISE

Programming Languages: C# | Java | Python | JavaScript | TypeScript

Frameworks & Libraries: .NET | Spring Boot | Vue.js | React.js | WPF

Databases: MySQL | PostgreSQL | Microsoft SQL Server | Cassandra

Infrastructure & Tools: Docker | Tomcat | Git | Vite | JUnit

APIs & Authentication: OAuth2 | RESTful APIs | Third-party API Integration

Web Technologies: HTML | CSS | Thymeleaf