

# 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

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.

## 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.
- [Click here to view on GitHub](#) • [Click here to view Live](#)

### 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***Customer Success Specialist*

Jul 2013 - Jul 2019

Houston, TX

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