John Hines
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 github | in linkedin

SKILLS

Programming Languages	C# | Java | Python | JavaScript | Typescript
Frameworks	.Net | Spring Boot | Vue.js | React.js | 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.
- 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

Education Break   Mar 2022 - Current

Pursued a career change into software engineering, during this time I completed a variety of courses and boot-camps focused on Java, Python, and web development, along with the Spring Boot and React frameworks.
- 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
Customer Support Team Lead   *Austin, TX*

After 6 years of consistent growth and customer satisfaction, Google acquired The Ordering.app and I was brought along to head the support team; lending my expertise for our merchant and industry needs while continuing to provide service for top performing clients.
- Served as lead for a support and onboarding team that grew 875% between July 19, 2019 and June 2, 2021
- Transitioned flagship integrations to leading point of sale systems (Square & Clover) and provided product and engineering team with client feedback and bug report
- Provided detailed bug reports with logs and reproduction steps for engineering and tested fixes in sandbox and production
- Collected and analyzed AWS server logs affecting users, merchants and the support team
- Performed internal QA for The Ordering.app's Play Store application and authored user documentation

The Ordering.app   Jul 2013 - Jul 2019
Customer Success Specialist   *Houston, TX*

Joined early stage startup as the first dedicated client service position and delivered service industry perspective to management and active in road map feedback.

• Handled client calls, emails and SMS for quick and critical fixes, and provided in-field installation, service, and training

• Conducted QA, tracked down and report bugs to engineering, and tested bug fixes in sandbox and production environments

• Created documentation and video walkthroughs to train support hires to maintain a 92+% customer satisfaction rating

• Supported The Ordering.app customers through ownership change after the company was acquired by Google in July 2019