

## SKILLS

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<b>Programming Languages</b>	Java   Python   JavaScript   Typescript
<b>Frameworks</b>	Spring Boot   React.js
<b>Technologies</b>	Docker   Tomcat   Thymeleaf
<b>Databases</b>	Microsoft SQL   MySQL   PostgreSQL   Cassandra

## EXPERIENCE

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### Education Break

Mar 2022 - Current

Pursuing a career change into software engineering, I departed from Google to commit full-time towards my goal of learning to program. During this time I took a variety of courses and bootcamps; learning the foundations of programming along with the Java, Python, and JavaScript languages, and the Spring Boot and React frameworks.

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

### Google

Jul 2019 - Mar 2022

Austin, TX

*The Ordering.app | Customer Support Team Lead*

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.

- Managed and scaled a support and onboarding team for a product that's customer base that grew 875% between July 19, 2019 and June 2, 2021
- Supported products roll out for 2 flagship product integrations for industry leading cloud POS platforms (Square & Clover) and provided product and engineering team with client feedback and bug report
- Provided ongoing detailed bug reports with logs and reproduction steps for product and engineering. Tested fixes in a sandbox environment and verified customer issues were resolved after deploying fixes in production
- Collected and analyzed AWS server logs affecting users [ordering food], merchants [using our platform] and our support team [using our internal tools]
- Coordinated a complete 100% replacement for in-field order receiving hardware at 285 sites from a bespoke Raspberry Pi based solution to an Android tablet product to meet Google's post-acquisition security requirements
- Performed hands-on internal QA for The Ordering.app's Play Store application pre and post release and created accompanying merchant facing documentation in our knowledge base

### The Ordering.app

Jul 2013 - Jul 2019

Houston, TX

*Customer Success Specialist*

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

- Field client calls, emails and SMS support channels for quick and critical fixes, as well as in field installation, service and training
- QA product, track down and report bugs to engineering team, as well as test and confirm bug fixes in sandbox and production environments
- Create documentation including knowledge base articles and produce video walkthroughs with voiceover. Trained all subsequent support hires to maintain a 92+% customer satisfaction rating during period of significant growth

## INDEPENDENT PROJECT

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### Flavour Palette

*Spring Boot Web App Solo Project*

- Independently built end-to-end a web application that allows users to search and post recipes with full list of ingredients, steps and images
- Implemented user authentication with OAuth2 support to allow users to create, favorite and rate recipes. Users are able to sign up via email or login through Google
- Extensively tested all the functional code with JUnit for both the Repository and Service layers. Error exception handling implemented and routed to error pages as well
- Designed and created the front-end using HTML, CSS, Javascript and Thymeleaf