

SKILLS

Programming Languages C# | Java | Python | JavaScript | Typescript
Frameworks 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
- [Click here to view on GitHub](#) • [Click here to view Live](#)

EXPERIENCE

Education Break

Mar 2022 - Current

Pursued a career change into software engineering, during this time I completed a variety of courses and bootcamps 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