

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