

# John Hines

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[github](#) | [linkedin](#)

## SKILLS

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**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

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### Vueour

*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.

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### 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

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### 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**

Austin, TX

*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.

- 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**

Houston, TX

*Customer Success Specialist*

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