

Austin Parks

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EDUCATION

Indiana University: Bloomington

08/19 – 05/23

BS with Distinction, Computer Science

Bloomington, IN

- 3.677/4.0 GPA
- Specialization in Software Engineering
- Minor in Cybersecurity Informatics from Luddy School of Informatics Computing and Engineering
- Certificate in Rock and Roll History from Jacob's School of Music
- Dean's List (Fall 2021, Spring 2022, Spring 2023); Hudson & Holland Scholar
- Volunteer at Indiana University Auditorium; Research Assistant for Geochemistry Department

WORK EXPERIENCE

Exclaimer

01/22 – 11/22

Support Specialist & QA Engineer

Bloomington, IN

- Executed comprehensive manual QA and bug testing for the Appointments Powerup application involving the identification, replication, and detailed documentation of bugs, directly enhancing the user experience (and platform stability)
- Delivered exceptional customer service and support for the Exclaimer enterprise product to over 200 global companies of various sizes
- Attained a position in the top 10 of support team members in terms of customer satisfaction

Indiana University Geochemistry Department

03/22 – 06/22

Research Assistant

Bloomington, IN

- Conducted in-depth SQL queries on databases containing over one thousand entries to advance research on rare earth materials
- Utilized Linux, Apache, PHP and to uphold and manage the facility's website and tools

Periodic (Acquired by Exclaimer)

09/21 – 01/22

Platform Specialist

Bloomington, IN

- Collaborated closely with Product and Development teams to perform thorough manual QA and bug testing of over 20 sprints of work
- Engaged closely with 12 customers of varying sizes, each with a completely unique environment, offering personalized solutions through our RPC API to address their specific needs
- Managed 12 customer points of contacts to establish fast and reliable support

Nextech

05/18 – 04/19

Catapult Intern

Indianapolis, IN

- Highly competitive and immersive year-long internship for qualified high school students, involving learning and implementing foundational web development skills
- Created projects utilizing HTML, CSS, and JavaScript to provide solutions to real-world problems under the guidance of highly respected industry professionals

SKILLS

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- **Languages:** Python; Java; Scheme; Racket; C; Javascript; Swift; PHP; SQL; Bash
 - **Concepts:** Compilers; Interpreters; Data Structures; Databases; Firewalls; Networks; Network Security; Secure Policy Design; Logic; APIs; Distributed Systems Engineering; QA Testing
 - **Tools:** Git; IntelliJ; VSCode; Microsoft Azure; MariaDB; CouchDB; ZeroMQ; RabbitMQ; Docker; Apache; Jira; Zendesk