Austin Parks

austinparks207@gmail.com ❖ (317) 626-0716 ❖ Bloomington, IN

WORK EXPERIENCE

Exclaimer   Jan. 2022 – Nov. 2022
Support Specialist & QA Engineer   *Bloomington, IN*
- Manual QA and bug testing for appointments powerup
- Provided stellar customer service and support for the Exclaimer product for global companies of various sizes
- Managed customer service for the powerup and acquired Periodic Customers

Periodic *(Acquired by Exclaimer)*   Sep. 2021 – Jan. 2022
Platform Specialist   *Bloomington, IN*
- Communicating closely with the Product and Development teams to perform manual QA and bug testing
- Worked closely with customers to provide solutions through out RPC API
- Managed customer points of contacts to establish fast and reliable support

Nextech   May 2018 – April 2019
Catapult Intern   *Indianapolis, IN*
- Explored the importance and environment of computer science in Indiana
- Learned foundational front-end and back-end languages

Best Buy   Oct. 2020 – Apr. 2022
Product Flow Specialist   *Bloomington, IN*
- Ensured customers received products in a reliable, timely manner to provide them with a satisfactory experience

Kroger   Mar. 2020 – Aug. 2020
Deli Clerk   *Indianapolis, IN*
- Provided customers with deli products to their requested specifications

EDUCATION

Indiana University: Bloomington   May, 2023
BS, Computer Science   *Bloomington, IN*
- 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); Hudson & Holland Scholar; 3.695/4.0 GPA
- Volunteer at Indiana University Auditorium; Research Assistant for Geochemistry Department

SKILLS & INTERESTS

- **Skills:** Compilers; Interpreters; Data Structures; Git; SQL Databases; Python; Java; C; Racket (Scheme); Swift; PHP; Discreet Structures; Logic; APIs; Customer Service; Quality Assurance/Bug Testing; Linux; Network Security (Firewalls, Packet Inspection, Access Control); Security Policy Design; Communication; Team Work
- **Interests:** Rock and Roll History; Science Fiction; World History; Cooking; Old Monster Movies; Video Games; Birds; Studio Ghibli; Vinyl Collecting; Computer Science Education Expansion in Indiana