ANDREW GREEN

Software Support Engineer | Linux & Java Expert | SQL Specialist

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📍 Austin, Texas

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SUMMARY

Dedicated Software Support Engineer with over 5 years of experience specializing in Linux environments, Java application development, and SQL database management. Exceptional analytical skills and a proven track record of implementing solutions that enhance system performance.

EXPERIENCE

Software Support Engineer
TechGiant Solutions
📅 06/2019 - Present 📍 Austin, Texas

- Resolved over 300 complex customer software issues, achieving a 95% customer satisfaction rating and contributing to the team's target of reducing client complaints by 30%.
- Implemented a streamlined process for monitoring and resolving tickets in Jira, reducing average ticket resolution time by 20%.
- Assisted in developing and deploying updates for corporate systems, which decreased system downtime by 15% during peak usage hours.
- Provided data gathering and reporting solutions for 5 key projects, ensuring accurate data was available for decision-making.
- Played a key role in a team that delivered a software enhancement ahead of schedule, resulting in a 10% increase in system efficiency.
- Coordinated successfully with development teams on 10 major projects to implement testing and deployment plans.

Java Developer
InnoSoft Technologies
📅 01/2017 - 05/2019 📍 San Antonio, Texas

- Developed and maintained Java applications, successfully reducing the codebase by 20% while maintaining functionality.
- Optimized SQL queries for the product, decreasing loading times by 25% and enhancing the user experience.
- Lead a small team in implementing consumer REST APIs, which increased system interoperability by 40%.
- Formulated continuous integration practices that improved deployment frequency by 50%, resulting in faster time-to-market for new features.
- Managed version control with Git for a team of 10 developers, ensuring smooth workflow and minimization of code conflicts.

Backend Developer
CreativeTech Solutions
📅 08/2014 - 12/2016 📍 Dallas, Texas

- Contributed to a key project which increased the efficiency of backend processes by 35% through performance tuning and code optimization.
- Collaborated on 3 enterprise-level software products, enhancing functionality and user satisfaction.
- Automated repetitive tasks using scripting, which saved approximately 10 hours of manual work per week for the development team.
- Mentored 2 junior developers, improving their productivity by 20% and boosting team output.

EDUCATION

Master of Science in Computer Science
Texas A&M University
📅 01/2011 - 01/2013 📍 College Station, Texas

Bachelor of Science in Computer Science
The University of Texas at Austin
📅 01/2007 - 01/2011 📍 Austin, Texas

PROJECTS

Customer Support Ticketing System

Developed an open source ticket management system, improving user experience and ticket tracking for customer support teams.
github.com/andrewhgreen/cust-support-ticket-system

Real-time Data Aggregation Tool

Created a lightweight tool for real-time data aggregation from multiple sources, enhancing data accessibility for analysis.
github.com/andrewhgreen/data-aggreg-tool

KEY ACHIEVEMENTS

🚩 **Led Software Optimization Project**
Directed a team of 5 to optimize company software, leading to a 35% enhancement in performance metrics and subsequent user engagement.

⭐ **Award for Customer Satisfaction Excellence**
Received the quarterly 'Customer Hero' award for maintaining a 95% customer satisfaction rate over a 6-month period at TechGiant Solutions.

⭐ **Successful REST API Integration**
Spearheaded the integration of REST API that resulted in a 40% increase in system interoperability and streamlined service consumption.

💙 **Mentorship and Team Productivity**
Mentored junior developers, resulting in a team productivity increase of 20% and enhanced project deliverables.

SKILLS

Linux	Java	SQL	Python

Java Spring Framework	Maven

LANGUAGES

English
Native
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Spanish
Advanced
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