Steven Hofheins

Location: Lehi, Utah

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SUMMARY

Software Engineer with 5+ years of hands-on experience designing, developing, and implementing technical solutions for enterprise technology companies. Motivated Self-starter with a passion for full-stack web development focused on building innovative web applications and platforms from concept to production.

SKILLS

- **Engineering:** SaaS, Technical Solutions, Coding & Architecture, Testing & Code Coverage, Scalability, Performance, Reliability, Software Quality, Responsive Design, Server Administration, Local Storage, REST/SOAP API's, Code Reviews, Documentation
- **Programming:** JavaScript, React.js, Node.js, Express.js, JSON, Laravel, MongoDB, MySQL, PHP, HTML, CSS, PostMan, Linux
- **Leadership:** Strategic Planning & Execution, Project Management, Prioritization, Process Improvement, Cross-functional Collaboration, Staff Hiring & Training, Coaching & Mentorship

RELEVANT EXPERIENCE

Technical Engineer, Adobe   2018 - Current

- Lead technical customer support and troubleshooting for the Adobe Analytics tool by customizing Javascript to collect data for web analytics, pulling data into MySQL queries, and troubleshooting data layers/cookies.
- Proactively test and analyze application performance to identify, log, and resolve/escalate bugs and issues.
- Partner with the support and engineering teams to handle critical issues and client communications.
- Advise customers on Adobe Analytics best practices to improve product adoption and utilization.
- Write technical documentation to provide step-by-step instructions for users to efficiently fix product issues, successfully improving the client experience, decreasing downtime, and reducing escalations.

Technical Success Analyst, MaritzCX   2017 - 2018

- Partner with clients to understand their business requirements, recommend specific offerings to meet their needs, and build programs and surveys to improve their products' user experience.
- Build, stage, and test surveys according to client specifications before running them through production to fix bugs and create additional functions as requested.

VPS/Dedicated Server Manager, Bluehost/EIG   2014 - 2017

- Hired, trained, and managed 40+ support engineers for the VPS/Dedicated Server team.
- Proactively analyzed the VPS/Dedicated Server environment to identify and fix performance bugs, increasing server stability and minimizing downtime to meet strict SLA's and ensure client satisfaction.
- Led beta testing for a command-line interface (CLI) able to complete all common steps required to troubleshoot customer website and server issues upon initial startup, increasing the efficiency of the support process.
- Resolved escalated tickets to ensure final issue resolution, follow-up, and customer satisfaction.

EDUCATION

- Full Stack Web Development Certificate - MERN Stack, University of Utah
- EMT, Red Card (Fire), and Wild Land Fire Certifications, Utah Valley University