

# Austin Carr

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## Education

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### Bachelor of Science in Engineering, Computer Engineering

Arizona State University

Graduated December 2015

## Skills

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### Programming

**Skills (current)** - SQL, JavaScript, HTML/CSS

**Skills (prior experience)** - Python, C/C++, Unix shell scripting

## Employment History

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### Microsoft

#### Program Manager II

*Skills: Azure, Azure Data Factory, Azure DevOps, SQL, Data Engineering, Program Management*

January 2022 – Present

- Constructed, tested, and implemented data pipelines for moving and transforming data between internal systems.
- Designed, developed, and maintained automated, accurate and real-time backend data solutions which enabled the organization to measure and monitor the state of the business.
- Championed operational excellence via established metrics, process governance, and policy controls for regular assessment and improvement.

### Microsoft

#### Dynamics 365 Beta Engineer

*Skills: Azure Storage, HTML/CSS, Azure DevOps, Git*

February 2020 – January 2022

- Focused on all aspects of knowledge creation, training experiences, new feature releases and KM asset management targeting engineer consumption with the purpose of driving a better customer experience.
- Responsible for contributing to the creation, management, and discovery of training material and knowledge for assigned areas.
- Built relationships with support delivery SMEs and engineering teams to drive a sense of connected ownership for knowledge assets.

### Microsoft

#### Dynamics Infrastructure Support Engineer

*Skills: Azure VMs, SQL, HA relational DBs, Cloud/On-prem Web Apps, PowerShell, C#, REST API, Identity/Security*

February 2016 – February 2020

- Advanced troubleshooting of Dynamics CRM from version v4.0 to v9.0/365 and Online, as well as Azure products such as Azure SQL/Data Export Service.
- Helped drive CSS Dynamics CPE results by maintaining a 4.2 5-star survey average with over 300 SRs resolved for FY19.
- Trained over 50 Microsoft new hires for both the Dynamics 365 team and greater CSS org to increase revenue impact.

### Synapse Studios

#### Quality Assurance Engineer

*Skills: React, Package management, Linux shell scripting, QA*

February 2015 – December 2015

- Tested numerous instances of both backend and frontend web applications giving extreme attention to detail.
- Analyzed, prioritized, and documented software bugs to assure quality product and user experience.

## Certifications

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**Azure Developer** - Microsoft Certified

**Azure Fundamentals** - Microsoft Certified

**Dynamics 365 Fundamentals** – Microsoft Certified

## Projects

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**Personal website** – Created personal static website using github.io, ReactJS which uses HTML, CSS, JavaScript, and ReactJS.