Austin Jones | Software Engineer
New Orleans, LA | 504-957-4814 | austinhjones3@gmail.com | linkedin.com/in/austinjonesdev

Web technologist with experience in SaaS startups and 6 years overall of programming. Experienced in team leadership, CI/CD, distributed systems, service ownership, and test automation.

SKILLS
C#, .NET, XUnit/NUnit/MSTest/Moq/NSubstitute, SQL/MS SQL/Postgres, Java, Spring, JavaScript, React, Angular, jQuery, software design, software architecture/architectural study, test automation, task automation, CI/CD pipelines, software deployment, production debugging, unit testing/integration testing, Agile/Scrum, Azure, Github Actions, Powershell/Python/Bash/YAML scripting

PROFESSIONAL EXPERIENCE
NETCHEX, COVINGTON, LA (REMOTE)
Software Engineer II, Employee Lifecycle Team, May 2022 - Present
- Developed an Email/SMS reminder service to ask client employees to configure their data and digitize their Netchex experience further that cut down on internal costs, such as printing tax forms, by over 30%.
- Rebuilt defective tax forms and tools. Data integrity increased to 100% reliability for consumers.
- Worked with product analysts to rapidly prototype and develop a mass download tool for an internal digital PDF service using Azure Functions, XUnit/Moq, and React. The service grabs and zips up to 2500 files for download in one process.
- Increased team test automation by a total 35% coverage in the team's codebase.
- Implemented standards to require/tools to assist in integrating new test automation for all changes.

XIMA SOFTWARE, SOUTH JORDAN, UT (REMOTE)
Software Engineer, CCaaS Team, October 2021 - May 2022
- Developed a generic contact center event UI component in the context of an app that previously only tracked phone calls (customer connected, transferred, etc.) using Angular, Storybook, and a wrapper-component pattern. Expanded the application to track and view customer service events involving phone calls, SMS, email, WhatsApp, and a clear pattern to add other event types in the future.
- Built a system to read Gmail/Outlook inboxes and provide event data to multiple distributed systems using Java/Spring.
- Helped to increase documentation, test automation, and requirement gathering standards.

SOUTHEASTERN LOUISIANA UNIVERSITY, HAMMOND, LA
Computer Science Teaching Assistant, August 2018 - December 2018
- Assisted Dr. Bonnie Achee to teach and tutor fellow computer science students.
- Topics instructed on include Java, OOP, package management, version control, and unit testing.

EDUCATION
CHEGG SKILLS, THINKFUL ENGINEERING IMMERSION, NEW YORK, NY (REMOTE)
Engineering Apprentice, December 2020 - September 2021
- Graduated June 2021, completed the apprenticeship program by landing a full-time role in September 2021.
- Learned frontend, backend, and full-stack web development concepts by developing several capstone projects such as multi-page frontend applications, Express APIs, databases, and a full-stack application.
- Hosted tutoring/collaborative sessions with classmates to grow faster together.

CERTIFICATIONS
- Advanced Certified Scrum Master, Scrum Alliance 2023
- Certified Scrum Master, Scrum Alliance 2021