

# Austin L. John

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## WORK EXPERIENCE

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### BNY Mellon | Pershing

Pershing Engineering – Technology Analyst, Contractor, On-Site

Jersey City, NJ

May 2023 – Dec 2023

Enterprise EOL SW Remediation: Remediation project for all End-of-Life SW apps, without extending vendor SLAs

- Identified bottlenecks by generating a **new** set of KPIs through performing delta analyses of weekly status reports
- Visualized project tracking by creating a **Power BI** dashboard featuring all project information, metrics, & KPIs
- Streamlined efficiency by creating macros with **Excel VBA** to generate standardized reports from raw data
- Generated Ad-Hoc reports and revised process documentation on **Confluence** pages within the project space

Advisor / RR Identifier Expansion: Enterprise project to increase identifier capacity from 3-characters to 9-characters

- Facilitated project by managing **JIRA** tickets and **ServiceNow** Change Requests and RFCs for QA/UA testing
- Contributed to the multi-release tracker by recording **PQA Audit** data and generating **GRC** reports for oversight

### Rolls-Royce

Rolls-Royce Aero R&D - FACT/HST Intern, On-Site

Derby, UK

2017, 2018

(2018) Worked with the Future Aircraft Concepts Team (FACT) on their Electric Vertical Takeoff & Lift program

- Developed a report on the internal approach to UberElevate, covering feasibility & eVTOL prototypes
- Reported on drone prototypes (Boeing Go-Fly Comp.), & internal eVTOL prototype progress at weekly meetings

(2017) Worked with the Horizon Scanning Team (HST) to research and report on the reusable space rocket industry

## EDUCATION / CERTIFICATIONS

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### Texas A&M University – College of Engineering

Bachelor of Science in Technology Management, Minor in Business Administration

College Station, TX

Expected Graduation May 2024

Technology/Skills: Linux, Bash, C++, Python, JavaScript, R Programming, SQL, MS Access, Power Query, HRIS, AWS, DevOps, Azure, Agile PM, Technical Writing, Research, Design Process, Data Visualization, Statistical Inference

*ITIL Foundations Certification: PeopleCert Certificate ID GR671506197AJ*

## TECHNOLOGY PROJECTS

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### Texas A&M University - Urban Resilience.AI Lab Research

College Station, TX

Disaster Informatic Solutions: Integrating Human & Machine Intelligence for Resilient Infrastructure & Smart Emergency

- Developed scripts to call and fetch images of residential addresses from Google Maps API to identify critical danger zones in the Greater Houston Area, utilizing an AI program to determine the elevation of the base of residence

Technology: Python, Google APIs, AI

### Elegant Cuts Barbershop – Website

College Station, TX

Developed and deployed a website to display services offered, book appointments, and process customer payments

Technology: HTML/CSS, WordPress, Square/Stripe Payment Gateway, Google Analytics, BookingPress

### Cisco VoIP Phone Service Upgrade - Senior Capstone Project

College Station, TX

Collaborated with Technology Services to upgrade over 80,000 hardwired phone lines to a new Cisco VoIP system

- Facilitated phase II by incorporating **ITIL** frameworks and **Agile** practices for asset replacement processes

### General Technology Projects

- Developed a personal portfolio website by developing code in **HTML**, **Java**, and **Python**, using a **Hugo** framework
- Built a REST API by developing code with a **Flask** framework, tested with **Postman**, and containerized with **Docker**