Austin X. Duong

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360-721-4939

Software Engineer

OBJECTIVE:

Full-Stack Software Engineer with a refined nature solving, refactoring, & architecting creative solutions on distributed teams. Asynchronous style workflow with a product-oriented mindset; streamlining innovative solutions-- complimenting enterprise software functions:

EXPERIENCE:

2022 – 2023
Headquarters
Portland, OR

Act-On Software:

Solutions Engineer I, Technical

- Optimize application settings, & remedy software bugs for over 4,000+ clients
- Develop tailored reporting options; holding P&L of over $16 million in revenue
- Research Splunk data; clarifying malfunctions from email requests/sends

2019 – 2020
Remote
Portland, OR

Shoptech Industrial Software:

Software Consultant, ERP

- Log data with Salesforce CRM; reiterating complex data for business needs
- Streamline manufacturing operations; importing raw material data on cloud host
- Consume information & implement business work flows within enterprise software

2017 – 2018
Headquarters
Vancouver, WA

Evosus Software:

Account Manager

- Manage portfolio of 70+ stakeholders, ensuring technical operations are alleviated
- Develop the adoption/migration of physical on-premise hardware to the cloud; scaling revenue for SMB clients
- Synthesize operational processes; compiling information for developers & improving software releases

EDUCATION:

2021 – 2021
Remote
Portland, OR

Alchemy Code Lab

Full-Stack Software Engineering program
6-month career track (Alumni graduate)

2013 –2016
Vancouver, WA

Clark College

Associate of Arts & Science, AA
Accounting & Economics

TECH:

- Javascript/HTML/CSS
- React.js
- Node.js
- RESTful APIs
- Google Analytics
- Google Data Studio
- MongoDB Database

- Splunk
- Zsh / CLI / Shell
- Communication
- CI/CD
- Express.js
- Data Structures & Algorithms
- Technical Support (SLAs)