

BRAEDEN AUSTGEN

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[GITHUB](#)

[LINKEDIN](#)

SKILLS

JavaScript | Android | Ruby on Rails | Java | React | Redux | HTML | CSS | Git | PostgreSQL | jQuery | Node.js

EXPERIENCE

Software Development Engineer

Amazon - Photos division - Seattle, WA

2020 - 2021

- Implemented remotely configurable feature support based on device version, allowing for on-boarding of new TV and Tablet hardware without requiring new app over-the-air (OTA) updates.
- Monitor and maintain operational status and respond to customer facing issues for three Android applications (Amazon Photos for FireTv, Amazon Photos for FireTablets, and Screensaver for FireTv) as part of an on-call rotation.

Technical Support Agent

MindTouch - A multinational technology SaaS company - San Diego, CA

2018 - 2019

- Verified customer reported defects (HTML, CSS, proprietary language) and met weekly with Engineering team on defect resolution status
- Improved client and internal facing documentation in response to bug fixes and new or updated features using KCS v6 methodology
- Maintained an average customer satisfaction of 4.8/5 while handling 35 new cases per week

PROJECTS

Lyrical (Rails, React, PostgreSQL)

[live](#) | [github](#)

Single-page app inspired by [genius.com](#); allows users to annotate song lyrics with additional information

- Circumvented n+1 queries by returning both song and artist data using the Active Record #includes method to increase application response time
- Composed PostgreSQL database using Ruby on Rails and requiring BCrypt for salting and hashing passwords, protecting from CSRF, Rainbow Table, and other database attacks
- Transpiled code by building around webpack, allowing the app to efficiently load scripts as needed and be used across multiple browsers
- Integrated with AWS S3 as a cloud storage platform using ActiveStorage to reliably host images for artist profiles and song pages

Cells (JavaScript, HTML5, CSS)

[live](#) | [github](#)

Single-player browser based game

- Employed HTML5 canvas to render animation frames and update display at a set frame rate
- Configured custom keybindings using JavaScript to allow user to control the cell movement and game sounds with keyboard input
- Incorporated speed normalizer to slow user over time by conditionally reducing velocity based on current movement

EDUCATION

Software Development - App Academy - A nation-wide top 10 coding boot camp, San Francisco CA | 2019

BS Biochemistry & Cell Biology, Cum Laude - University of California, San Diego | 2013 - 2017