Brent Gorwin

Austin, TX • brent.gorwin@gmail.com • 714-589-1231 • linkedin.com/in/brent-gorwin-240b62115/
GitHub: https://github.com/bgorwin • Website Portfolio: https://bgorwin.github.io/portfolio/

PERSONAL PROJECTS

React Music Player   Nov. 2020 – Current
- Developing a music player with library of music using React, Javascript and state management (https://bgorwin.github.io/react-music-player/)

Coffee Passport   Aug. 2020 – Current
- Constructing a Vue.js application that assists in finding excellent third-wave coffee shops to visit in select cities using content from personal visits; utilized Vuetify library and Vue Router (https://bgorwin.github.io/vue-coffee-directory)

Restaurant Search App   May 2020
- Built a React project using Yelp API and CSS to help pull dynamic data to allow users to search for specific restaurants or style of food in local cities and return results for exact matches or suggestions (https://bgorwin.github.io/restaurantsearch/)

Capture   Dec. 2019
- Frontend project using React, React Router, Styled-Components and animations with Framer Motion.
- This design is a modern UI that shows a company's services to show to clients who are needing videography for their product (https://bgorwin.github.io/react-personal-portfolio/)

BOOTCAMP PROJECT

"The Goods"   July 2017
- Created a rental-style website to enable users to rent items such as sporting equipment, household goods, etc. from other users instead of purchasing new items, mimicking the concept of rental platforms such as Airbnb
- Utilized Passport for user authentication, MySQL for data migration, Express & Handlebars for server rendering, Bootstrap for the front-end library, Google Maps for geotagging, and Stripe for payment processing

PROFESSIONAL EXPERIENCE

uShip   Austin, TX
Member Support Specialist   June 2018 – Current
- Fielded ~800 calls per month to educate customers on products and services and offer troubleshooting support for website or account problems, achieving 93% satisfaction rate across tenure
- Earned bonus for each of first 3 quarters in 2020 for consistently high performance in identifying/creating JIRA tickets for bugs, collaborating with engineering teams for resolutions, and balancing support calls from customers and/or carriers

BigCommerce   Austin, TX
Technical Client Success   Sept. 2017 – June 2018
- Identified and resolved code errors for customer ecommerce sites using Atom and Javascript, successfully completing 15-20 tickets per day by phone or email and minimizing customer downtime to ~30 minutes or less
- Improved UX of merchant website by assisting in design of website functionality, resolving and optimizing payment platform API for PayPal, Stripe, etc.

McMaster Carr   Santa Fe Springs, CA
Supply Side Operations   Sept. 2008 – Feb. 2017
- Restocked section of high-volume warehouse containing 400K+ items and managed carrier system tracking & logistics communication for inbound materials
- Reduced work-related injuries and accidents by collaborating with internal stakeholders to develop safer work environments
- Provided shipping operation oversight and led design of live-load trailer handling to unload 12-25 trucks and 100K+ line items per day, achieving a truck-to-shelf time of 1 hour or less

EDUCATION

University of Texas at Austin   Austin, TX
Full Stack Coding Bootcamp   June – Sept. 2017

Vanguard University of Southern California   Costa Mesa, CA
B.S. Business Management | GPA 3.7   Sept. 2011 – June 2016

SKILLS

Technical: React, Vue.js, HTML, CSS, SCSS, JavaScript, MySQL, NPM, API, GitHub, Vuetify/Material Design/Bootstrap, eCommerce
Interests: Reservoir Evaluation & Management, Exploration & Development Project, Analytical Modeling, Technical Teams Supervision