Brent Gorwin

Seattle, WA - brent.gorwin@gmail.com - 714-589-1231

LinkedIn - GitHub - Portfolio Website

PROFESSIONAL EXPERIENCE

Apiture
Austin, TX

Software Engineer I
July 2021 – Jan. 2025

- **Revenue Growth:** Transformed a web hosting product from a net loss to generating $400K in revenue within its first full year.
- **Workflow Optimization**: Led a project to transition a product's editing workflow from reliance on customer support and software engineers to a client-managed CMS. This initiative reduced customer support contacts and enhanced the user experience by empowering clients with self-service capabilities.
- **Process Development:** Designed a comprehensive development questionnaire and guidelines to streamline the website redesign process, ensuring projects stayed on track and met client needs.
- **Theme Development:** Created 9 custom WordPress themes, modernizing outdated client websites with improved designs and enhanced accessibility standards, while offering clients a range of tailored options to meet their branding and functional needs.
- **Client Collaboration:** Managed client relationships through email and Zoom, providing guidance on theme branding, content migration, and accessibility standards.
- **Visual Design:** Designed custom images/svg/icons to showcase client products and services, enhancing website aesthetics and user engagement.
- **Documentation:** Delivered clear and comprehensive documentation to clients for easier post-launch website management.

uShip
Austin, TX

Member Support Specialist
June 2018 – July 2021

- 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

---

PERSONAL PROJECTS

Service Schedule
Description: Enhancing service department operations by tracking customers' motorcycles. The platform streamlined communication between service teams and clients, ultimately improving satisfaction scores and operational transparency.
- **Next.js**
- **Tailwind CSS Styling:** Implemented custom and reusable components for a consistent and modern UI.
- **User Experience Focus:** Designed features to help service staff easily monitor service status and communicate updates to customers.
- **Operational Efficiency:** Improved customer satisfaction by addressing communication bottlenecks in service departments.
- https://service-schedule.vercel.app/

Capture
Description: Interactive portfolio website for a videography company, showcasing their work to clients.
- **React**
- **React Router:** Enabled intuitive navigation between portfolio sections and client work details.
- **Styled-Components:** Created dynamic and reusable CSS with theming for consistent branding.
- **Framer Motion Animations:** Implemented smooth transitions and engaging animations to highlight the company's creative style.
- https://bgorwin.github.io/react-personal-portfolio/

Coffee Passport
Description: Personal guide to favorite third wave coffee shops across major U.S. cities.
- **Vue.js**
- **Material UI Components:** Utilized pre-designed components to maintain a clean and modern design aesthetic.
- **Vue Router:** Enabled effortless navigation between city guides, shop details, and user preferences.
- **Vuetify Library Integration:** Enhanced UI with customizable themes and responsive layouts.
- https://bgorwin.github.io/vue-coffee-directory/

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