

# Brent Gorwin

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## PROFESSIONAL SUMMARY

I am a Front-End Engineer with strong fundamentals in React, Tailwind CSS, Javascript and accessibility. I'm dedicated, love a good challenge and want to work with a team to build comprehensive and stunning websites.

## WORK EXPERIENCE

### Software Engineer I, Apiture

JUN 2021 – JAN 2025

- I developed a CMS Product that transformed a web hosting product from a net loss to generating \$400K in revenue within its first full year.
- Created 9 custom theme templates using Figma, React, JavaScript, PHP, SCSS/CSS, and Advanced Custom Fields. I modernized outdated client websites with improved designs and enhanced accessibility standards, while offering clients a range of tailored options to meet their branding and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.
- Designed a comprehensive development questionnaire and guidelines to streamline the website redesign process, ensuring projects stayed on track and met client needs.
- Managed client relationships through email and Zoom, providing guidance on theme branding, content migration, and accessibility standards. Delivered clear and comprehensive documentation to clients for easier post-launch website management.

### Member Support Specialist, uShip

JUN 2018 – JUN 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 the first 3 quarters of each year 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.

### Technical Client Success, BigCommerce

SEP 2017 – JUN 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 websites by assisting in design of website functionality, resolving and optimizing payment platform API for PayPal, Stripe, etc.

### Supply Side Operations, McMaster Carr

SEP 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.

## SKILLS

**Languages:** React, Next.js, WordPress, Tailwind CSS, SCSS, CSS, JavaScript, Bootstrap, API

**Technologies:** Amazon Web Service, Route53, Supabase

## EDUCATION

### BA, Business, Vanguard University of Southern California

JUN 2016

- GPA 3.6

### Full Stack Coding Bootcamp, University of Texas at Austin

SEP 2017

- Certificate

## PROJECTS

### Front-End, Service Schedule ([service-schedule.vercel.app/](https://service-schedule.vercel.app/))

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.

### Front-End, Capture ([bgorwin.github.io/react-personal-portfolio/](https://bgorwin.github.io/react-personal-portfolio/))

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.

### Front-End, Coffee Passport ([bgorwin.github.io/vue-coffee-directory/](https://bgorwin.github.io/vue-coffee-directory/))

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.