

# Brent Gorwin

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[LinkedIn](#) - [GitHub](#) - [Portfolio Website](#)

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## 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/>
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## PROFESSIONAL EXPERIENCE

### Apiture

Austin, TX

#### Software Engineer I

June 2018 – 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 – 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

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## 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