

# Brady Winslow

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[Portfolio](#) • [LinkedIn](#)

## SKILLS

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|--------------|----------------|-------------------------|
| • HTML       | • CSS          | • JavaScript/TypeScript |
| • React      | • Next.js      | • Chakra UI             |
| • Git/GitHub | • RESTful APIs | • Responsive Design     |

## PROJECTS

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### [Reddit Client Gaming Feed](#) | [GitHub Repo](#)

- Summary: Gaming feed that enables users to browse gaming-related Reddit content, filter posts based on search terms, and view embedded media.
- Biggest challenge – API data fetching and display: handling Reddit's JSON API to fetch posts while managing potential issues with API rate limits or inconsistent data structures (handling embedded media, for example).
- Technologies: HTML, CSS, TypeScript, Next.js, Chakra UI, Vercel

### [Find Your Hat](#) | [GitHub Repo](#)

- Summary: Game where a user navigates through a field to locate a hat, while avoiding holes or stepping out of bounds.
- Biggest challenge – game logic implementation: creating a dynamically generated game field with varying levels of difficulty, implementing rules that enforce boundaries and obstacles, and making sure game logic accurately recognizes winning and losing conditions.
- Technologies: HTML, CSS, JavaScript, React, React Router, Netlify

### [Jammmin – A Spotify Playlist Builder](#) | [GitHub Repo](#)

- Summary: Playlist builder that allows users to log into their Spotify account, search for songs, albums, or artists, and create and save personalized playlists.
- Biggest challenge – integrating with Spotify's API: handling the OAuth2.0 authentication flow to allow users to login to their Spotify accounts and ensuring the correct permissions are granted to search for tracks and create playlists.
- Technologies: HTML, CSS, JavaScript, React, React Router, Chakra UI, Netlify

## EDUCATION

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### Front-End Engineer Career Path Certificate, Codecademy

- Front-end web development training, focused on how to build interactive, responsive web applications.

### Ph.D. in History, Texas Christian University

## PROFESSIONAL EXPERIENCE

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### HiHello, Remote

Jan. 2025–present

#### Operations Engineer

- Identified need for internal web app enhancements to increase account visibility for Customer Success team; developed software requirements specification, working with stakeholders and collaborating with engineering and product teams to ensure feasibility.
- Analyzed customer data to identify pain points and optimization opportunities, driving targeted email campaigns that increased product engagement and improved customer satisfaction.

### HiHello, Remote

Jan. 2023–Dec. 2024

#### Customer Success Manager

- Produced comprehensive onboarding tutorial videos, guiding customers through the initial setup of HiHello that decreased the need for live onboarding calls by 80%, freeing the Customer Success team to focus on strategic customer engagement.
- Onboarded hundreds of new customers, conducted account reviews, and monitored user engagement metrics to track product adoption to boost utilization and mitigate churn.
- Collaborated with engineering and product teams to relay customer feedback and pain points, suggested product improvements, and ensured ease of use of the product for customers.

### BASIS Independent Schools, Fremont, CA

Jul. 2020–Jan. 2023

#### History Teacher

- Analyzed student health scores and performance data. Utilized data to create individualized success plans and achieved a 25% improvement in student performance YoY.
- Enabled 200+ stakeholders to adopt SaaS solutions and ensure a positive user experience.
- Collaborated cross-functionally to implement a new curriculum and successfully engaged 41 stakeholders to participate.