

DANIEL BOREN

Austin, TX

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dboren.github.io/db_UpdatedPortfolio2/index.html | github.com/dboren

Full Stack Web Developer

Integration | Testing | Debugging | User experience

Certified developer with experience in both Scrum collaboration and independent research and development. Experienced in connecting apps to external API's and multiple types of databases. Team player focused on both practical development planning and delivering outstanding user experience. Also holds diverse background in industries including audio production and renewable energy.

Experience

Product Applications Engineer at SunPower Corporation (Austin, TX) 2023

- Handled product support, process improvements, testing, documentation, data analysis, and customer escalations for the SunPower Products Team.
- Helped develop new process for development and deployment of new JSON grid profiles and took over as the primary executor of grid profile deployment via AWS. This new process reduced turnaround time for grid profile deployment by a matter of weeks.
- Received a company Spotlight Award for heading early development of a web app for roof installation Balance of Materials generation as well as a new data collection and analysis process for install efficiency.

Support Applications Engineering Intern at SunPower Corporation (Austin, TX) 2022 to 2023

- Developed new tools and materials for optimizing company processes. Included web development, Microsoft Power Apps and Microsoft Storyline development, software development, and data analysis.
- Co-developed Microsoft Storyline based interactive design training tool with integrated JavaScript.

Central Grader at 2U December (Austin, TX) 2021 to 2023

- Graded homework assignments for full stack web development boot camps and provided feedback to students about their submissions.

Sound Designer at Mood Media (Austin, TX) 2017 to 2020

- Recorded, edited, and mixed promotional and informative audio messages for Mood clients.

Tier 2 Customer Service Representative at Mood Media (Austin, TX) 2017

- Provided technical support to Mood clients with a primary focus on digital signage platforms and their online control interfaces.

Platinum Customer Service Representative at Mood Media 2014 to (Austin, TX) 2017

- Provided white glove technical and general assistance to higher priority Mood clients, including accommodating unique equipment setups and resolution processes tailored to specific clients' needs, such as a specialized jukebox setup provided for Texas Roadhouse. Worked closely with clients' respective Mood account managers to ensure timely and thorough resolution to clients' requests.
- Created internal troubleshooting guide for Texas Roadhouse Jukebox systems.

Customer Service Rep (Third Party Support) at Mood Media 2014

- Provided customer service focused on Mood clients who use third party online service request systems, such as ServiceChannel.

Customer Service Representative at Mood Media 2013 to 2014

- Provided technical and general assistance to Mood clients via phone and email. Mood Media is a company which provides such branding solutions to clients as overhead and on-hold music and voice messaging, and digital signage, with many user-manageable through online control portals.

Technical Skills

Languages: JavaScript ES6+, HTML5, CSS, SQL (Some familiarity with Python, Java, and PHP)

Applications: Github, Jira, MongoDB Atlas, MySQL Workbench, Power Apps, Power Automate, Tableau

Tools: Node, Express, Bootstrap, React, Mongoose, Bulma, Heroku, AWS Lightsail, Linux

Education

Certification, Full Stack Web Development, University of Texas at Austin (info on developed projects available upon request)

Bachelor of Science (BS), Sound Recording Technology, Texas State University, San Marcos, TX