Austin Henrie *Web Developer*

Orem, UT, 84057 | (801) 709-3735 | nitsua15@gmail.com | Github | LinkedIn | Portfolio

EDUCATION

Devmountain | Lehi, UT   *Graduated July 2023*
- Web Development Program

SKILLS

Languages：JavaScript | Python | CSS | HTML5
Frameworks：TypeScript | React | NodeJS | Next.js | Remix | Streamlit
JavaScript Libraries：Chakra UI | Redux | Express | Bcrypt | axios
Python Libraries：Numpy | Pandas | PyTorch | Transformers | PIL
Other Developer Tools：PostgreSQL | Firestore | AWS | Docker | Colaboratory | Git | Github | Postman
Other Skills：Microsoft 365 Admin | Google Admin | GoDaddy Admin | Salesforce Admin | InContact Admin
| Excel | Jira | Zendesk | Accurint

PROFESSIONAL EXPERIENCE

Coplay | Salt Lake City, UT   *October 2023 - Present*
Web Developer (contractor)

CoPlay XM： Demo | Hosted Site

TypeScript | React | Chakra | NodeJS | Firestore | AWS | CSS | HTML5
- Contributed to CoPlay XM, the first-ever gaming console management solution, allowing organizations such as children's hospitals to safely and securely control a fleet of Xbox One and Xbox Series consoles
- Worked on all layers of the startup's technical stack, finishing the highest priority features to prepare for launch, and then implementing further improvements based on the most common feedback from users post-launch
- Implemented a feature allowing users to create schedules to execute console actions automatically, using TypeScript, React, and Chakra to design the UI, and using AWS Lambda and AWS EventBridge to handle the logic
- Used AWS Lambda and AWS EventBridge to build a system that automatically retries any failed console action after a brief delay, assuring reliable service even when the Xbox Live API is overloaded
- Designed and built a Firestore-based password reset feature to improve the user sign in experience
- Interfaced with the Xbox Live API to allow users to easily monitor more Xbox settings

Biolexis Therapeutics | American Fork, UT   *July 2023*
Information Technology Consultant (temp job)
- Migrated email, calendar, and other office software and data from GoDaddy Microsoft 365 to Google Workspace to consolidate the team's productivity tools and reduce costs
- Transferred web domains from GoDaddy to Google Domains and preserved DNS records to avoid web service interruptions

Devmountain | Lehi, UT   *April 2023 - July 2023*
Web Developer / Software Engineer (student)

Bookmark City： [Github Repo](#) | [Demo](#) | [Hosted Site](#)

JavaScript | React | NodeJS | Express | PostgreSQL | Bcrypt | AWS | CSS | HTML5 | axios
- Developed a bookmark manager using React and NodeJS that allows users to create their own web directories
- Optimized performance by writing a custom global state management system cleaner than Redux for updating any React component from any other React component without rerunning components in between
- Stored user bookmark collections and settings on AWS RDS by mapping PostgreSQL queries with Sequelize ORM
- Designed an optimistic UI for instantaneous changes on the front end to ensure that users have a reactive experience regardless of their connection speed
- Hashed user passwords using Bcrypt and stored JSON Web Tokens to preserve user sessions after reloading
- Hosted on AWS EC2 with a custom domain provided by AWS Route 53 and TLS certificate provided by AWS ACM

GRIDCOOL： [Github Repo](#) | [Demo](#) | [Hosted Site](#)

JavaScript | NodeJS | Express | PostgreSQL | Bcrypt | AWS | CSS | HTML5 | axios
- Designed an online multiplayer strategy game using NodeJS in which players predict and outmaneuver one another
- Stored player account settings and game records on AWS RDS using PostgreSQL
- Hashed player passwords using Bcrypt for stronger security
- Hosted on AWS EC2 with a custom domain provided by AWS Route 53 and TLS certificate provided by AWS ACM

HERE Technologies | Orem, UT   *September 2021 - May 2022*
Customer Support Supervisor
- Managed a team of 12 onsite and remote customer support agents working in SFDC and NICE InContact to provide technical support for customers' navigation systems via calls, emails, and live chats
- Analyzed resumes and conducted job interviews to decide which candidates to hire, and streamlined the recruitment process to attract stronger candidates
- Developed an XLS agent performance tracking system with data from SFDC, NICE InContact, and Sling to eliminate manual data entry work, give agents better feedback, and (combined with other information) decide whether an agent must be let go
- Developed a process for agents to easily update or expedite SFDC orders when necessary to improve customer satisfaction

Republic Wireless | Orem, UT   *January 2018 - September 2021*
Tech Support Lead
- Used Zendesk to handle the most complex technical support situations for customers' Android phones and cellular service via calls, emails, and live chats to allow the rest of the team to focus on easier requests
- Maintained networked computers onsite to ensure that agents could reliably access internal software tools even when working remotely
- Wrote and maintained both customer-facing and internal documentation for a Zendesk-based database to help customers and agents more easily identify and solve technical issues

GoPro | Orem, UT   *September 2017 - January 2018*
Fraud Analyst (temp job)
- Evaluated whether customer orders were likely to be fraudulent by cross-referencing them with LN Accurint records, social media accounts, IP addresses, etc. in order to protect legitimate cardholders and prevent chargebacks
- Handled more orders than any other analyst and had the highest accuracy rate

COMMUNITY

Participated in local events： UtahJS Lehi | Utah Stack JS | React Utah | Remix Utah