

Austin Henrie *Web Developer*

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EDUCATION

Devmountain | Lehi, UT
• Web Development Program

Expected Graduation July 2023

SKILLS

Languages: JavaScript | CSS | HTML5

Frameworks: React | NodeJS

JavaScript Libraries: Redux | Express | Bcrypt | axios

Other Developer Tools: PostgreSQL | AWS | Git | Github | Postman

Other Skills: Excel | Jira | Salesforce | Zendesk | InContact | Accurint

PROFESSIONAL EXPERIENCE

Devmountain | Lehi, UT
Web Developer / Software Engineer (student)

April 2023 - present

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
- Authenticated player passwords using Bcrypt
- Hosted on AWS EC2 with a custom domain provided by AWS Route 53

HERE Technologies | Orem, UT
Customer Support Supervisor

September 2021 - May 2022

- 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
Tech Support Lead

January 2018 - September 2021

- 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
Fraud Analyst (temp job)

September 2017 - January 2018

- 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](#)