

# Austin Henrie *Web Developer*

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## EDUCATION

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**Devmountain** | Lehi, UT

*Graduated July 2023*

- Web Development Program

## SKILLS

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**Languages:** JavaScript | Python | CSS | HTML5

**Frameworks:** TypeScript | React | React Native | Next.js | Remix | Streamlit | Expo | NodeJS | Electron | NestJS | Tailwind

**JavaScript Libraries:** Redux | Express | Argon2 | axios | Chakra

**Python Libraries:** NumPy | pandas | PyTorch | Transformers | Pillow

**Other Developer Tools:** PostgreSQL | Firestore | Prisma | AWS | Docker | Raspberry Pi | Colaboratory | Git | Github | Postman

**Other Skills:** Microsoft 365 Admin | Google Admin | GoDaddy Admin | Salesforce Admin | InContact Admin | Excel | Jira | Zendesk | Accurint

## PROFESSIONAL EXPERIENCE

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**Coplay** | Salt Lake City, UT

*October 2023 - March 2024*

*Web Developer (contractor)*

CoPlay XM: [Demo](#) | [Hosted Site](#)

TypeScript | React | Chakra | NodeJS | Firestore | AWS

- Contributed to CoPlay XM, a fleet management solution for Xbox consoles that enables children's hospitals to provide games to patients
- 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 user feedback
- Implemented a feature that allows users to set actions to an automatic schedule, 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 logic that automatically retries any unsuccessful action after a brief delay, assuring reliable service even when the Xbox Live API is overloaded
- Optimized CSS styling using React and Chakra to make the app usable on mobile devices
- Designed and built a feature with TypeScript and React that allows users to edit their custom profiles after creating them, making it easy for them to adapt to changing needs

**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  
*Web Developer / Software Engineer (student)*

*April 2023 - July 2023*

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

React | Express | PostgreSQL | AWS | axios

- Developed a bookmark manager using React and Express that allows users to create and share web directories
- Wrote custom drag and drop logic with React that allows users to easily reorder bookmarks or drop them into folders, or even transfer bookmarks directly between the app and the browser's bookmarks bar
- Designed a custom routing system with React to give every collection and folder a dynamic URL for easy sharing
- Designed an optimistic UI system with React and NodeJS to ensure that users have a reactive experience regardless of their network speed
- Further optimized performance by writing a signals-like state management system for rerendering any React component from any other React component without rerendering all components
- Hosted on AWS EC2 and AWS RDS with a custom domain provided by AWS Route 53 and TLS certificate provided by AWS ACM

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

JavaScript | Express | PostgreSQL | AWS | axios

- Designed an online multiplayer strategy game using JavaScript and Express in which players predict and outmaneuver one another
- Implemented both mouse and keyboard controls with JavaScript to support different play styles
- Stored player account settings and game records on AWS RDS using PostgreSQL
- 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 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 Accurant 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

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**Active in local groups:** UtahJS | React Utah | React Native Utah | NextUtah | Remix Utah | Utah Stack JS