Hugh Hunt

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WORK EXPERIENCE

Braintree, Chicago, IL
API Support Specialist   06/2020 - Present
- Troubleshoots complex integration issues for merchants using the Braintree API
- Perform PCI compliant migrations of credit card data for Braintree merchants
- Build and maintain internal tools and scripts for Braintree's Operations team

Technical Support Specialist   02/2019 – 06/2020
- Fields technical support questions for Braintree's merchants over the phone and through email
- Troubleshoots client and server-side integration issues for merchants using the Braintree API
- Assists co-workers with providing merchants best next steps and answers to their questions

Epic Systems, Madison, WI   03/2018 – 02/2019
Technical Services Analyst
- Troubleshot integrated application issues through debugging code and reviewing documentation
- Organized and lead meetings with technical support teams for two large healthcare organizations
- Encouraged and planned new feature adoption and software releases for healthcare organizations

MedSpan Research, South Barrington, IL   09/2017 – 02/2018
Market Research Analyst
- Conducted thorough data analysis of healthcare marketing data within Excel
- Collaborated with internal and client teams on the development of market research instruments
- Designed and implemented an internal budgeting tool for research proposals using Excel

EDUCATION

Indiana University, College of Arts and Sciences, Bloomington, Indiana   May 2017
Bachelor of Science in Neuroscience with Cognitive Science, Chemistry, and Spanish Minors
GPA 3.68/4.00
- IU Prestige Scholarship (2013 – 2017)
- College of Arts and Sciences Dean's List (2013 – 2017)
- Member of National Society of Collegiate Scholars

ADDITIONAL

Experience with: JavaScript, Node.js, Python, HTML/CSS, SQL, and Excel
Interests: Hiking, Mountain Biking, and Reading