

Hayden Price

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EDUCATION

University of Arizona

Bachelor of Arts in Computer Science, Minor in Mathematics

Tucson, AZ

December 2023

EXPERIENCE

Team Manager, Customer Experience

February 2022 – April 2023

Alorica

Tucson, AZ

- Boosted agent productivity by crafting plans from behavioral analytics, leading to improved efficiency
- Elevated team quality by 10% through custom software-focused training programs, optimizing support skills
- Reduced handle time by a minute and follow-up rate by 25% by implementing data-driven process improvements
- Led IT collaboration and coaching, improving agent technical skills and overall productivity by 5%

Project Manager, Game Development Intern

April 2022 – August 2022

University of Arizona

Tucson, AZ

- Directed TechDuel.io, a 2D platformer game using Agile/Scrum, resulting in a successful game prototype
- Orchestrated cross-functional team efforts securing milestones and improving overall team performance
- Implemented real-time playability in TechDuel.io using WebSockets, boosting user interaction and engagement
- Managed project timelines and budgets using Jira, delivering the project successfully within allocated resources

Information Technology Support Specialist

January 2015 – March 2020

University of Arizona

Tucson, AZ

- Provided elite in-person and phone support to university affiliates enhancing user experience and service quality
- Evaluated HPE Servers, Meraki, and Windows Server, rapidly identifying and diagnosing issues
- Resolved complex technical challenges, improving affiliate's effective use of Microsoft 365 + key technologies
- Boosted client satisfaction through detailed documentation and proactive follow-up, ensuring resolution efficacy

PROJECTS

elora-chat - Advanced Multichat Platform | *Go, AWS, WebSocket, Docker, Redis, Python, YouTube API*

- Engineered Go server integrating real-time chat for [Twitch/YouTube](#) streamer, enhancing global viewer interaction
- Developed WebSocket communication for stable connections, improving chat continuity and user experience
- Enhanced security with robust error handling and authentication, ensuring reliable access for Twitch/YT users
- Deployed using Docker and AWS for high scalability and efficient infrastructure management across environments
- Analyzed performance metrics and user feedback to iterate on features, boosting engagement/platform stability

Fitness Center Hub | *Java, Maven, MVC, Oracle SQL, REST APIs*

- Developed Java app for fitness center operations, integrating MVC design and Oracle SQL DB
- Employed Maven for dependency management and TDD practices for robust development

Branding + Ecommerce Platform | *React, AWS, Apache, Docker, TypeScript, Stripe API*

- Developed a responsive portfolio and ecommerce site, enhancing user experience with advanced web technologies
- Used TypeScript for dynamic content in about me and project sections, sourcing data from JSON and markdown
- Integrated Stripe API for e-commerce transactions, enhancing commercial functionality and payment experience
- Containerized application using Docker, promoting consistent deployment across platforms and environments
- Deployed on AWS EC2 with Apache, achieving robust, scalable hosting and optimized website performance

TECHNICAL SKILLS

Languages: Java, Go, JavaScript (React, jQuery), Python, C/C++, HTML/CSS

Frameworks/Technologies: Spring, Hibernate, MongoDB, React, Node.js, REST, SOAP, WSDL, Apache

Developer Tools: Linux, Shell, WSL, Jira, Git, Jenkins, Maven, Gradle, Visual Studio/VSCode, Eclipse

Software Development Practices: Agile/Scrum, Test-Driven Development (TDD), CI/CD, Iterative Design

Network & Infrastructure: WebSocket, SSL/TLS, Docker, AWS, Cloud Infrastructure