# Hayden Price

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## EDUCATION

**University of Arizona**                                                                   Tucson, AZ
*Bachelor of Arts in Computer Science, Minor in Mathematics*                    *December 2023*

## EXPERIENCE

**Project Manager, Game Development**                                April 2022 – August 2023
*University of Arizona, Addicting Games*                                              *Tucson, AZ*
- Spearheaded design and development of TechDuel.io, a 2D platformer game, enhancing reliability and performance
- Collaborated with engineers and product managers to ensure timely delivery of features, following best practices
- Conducted unit and integration testing, optimizing functionality and user experience across multiple platforms
- Debugged and maintained codebase, leading to significant reduction in critical bugs and smoother gameplay
- Led software deployment and standardization, ensuring project consistency and effective scalability

**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%

**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**: Python, C++/C, Java, Go, JavaScript (React, jQuery), HTML/CSS
**Frameworks/Technologies**: Spring, Hibernate, MongoDB, React, Node.js, REST, SOAP, WSDL, Apache
**Developer Tools**: Linux, Shell, Unreal Engine, 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