

Hayden Price

520-904-2061 | hwp@arizona.edu | github.com/hpwn | linkedin.com/in/hwp

EDUCATION

University of Arizona

Bachelor of Arts in Computer Science, Minor in Mathematics

Tucson, AZ

December 2023

EXPERIENCE

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

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

PROJECTS

EloraChat - Realtime Livestream Multichat | *Go, AWS, WebSocket, Docker, Redis, Python*

- Upgraded popular streamer's chat app delivering seamless multichat to thousands of weekly live viewers
- Engineered a robust backend in Go, orchestrating realtime chat integration with Twitch and YouTube using WebSocket technology for live streaming
- Implemented WebSocket protocol optimization for persistent connections, handling connection drops and reconnections efficiently
- Enhanced error handling on both client and server-side, leading to improved application stability and user experience
- Authored comprehensive documentation for the application, outlining best practices and operating procedures

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

- Developed a responsive portfolio and e-commerce 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: Go, JavaScript, Python, C/C++, HTML/CSS

Frameworks: React, Node.js, Apache

Developer Tools: Linux, Shell, WSL, Jira, Git, Visual Studio, Eclipse, Go Logging, CI/CD Pipelines

Technical Support & Troubleshooting: Real-Time Application Development, Problem Diagnosis and Resolution, Client-side and Server-side Error Handling, Efficient Handling of Connection Drops and Reconnections (WebSockets)

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

Documentation & Process Optimization: Authoring Technical Documentation, Agile/Scrum Methodologies, Test-Driven Development (TDD), Iterative Design

Client Communication & Relationship Management: Effective Communication Skills, Customer Service Orientation, Relationship Building with Clients and Team Members