Hayden Price

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EDUCATION

University of Arizona   Tucson, AZ
Bachelor of Arts in Computer Science, Minor in Mathematics   *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 milestone completions 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 top-tier in-person and phone support to university affiliates enhancing user experience and service quality
- Conducted comprehensive computer and software evaluations, rapidly identifying and diagnosing technical issues
- Tackled and resolved complex technical challenges, improving affiliate's effective use of key technologies
- Boosted customer satisfaction through detailed documentation and proactive follow-up, ensuring resolution efficacy

PROJECTS

Real-Time AI Twitch Streamer | *AI/ML, Twitch API, Unreal Engine 5.3, MetaHuman, Oculus, C++, Python*
- Developed AI-driven Twitch streamer using a text AI/ML model and Twitch API for live chat interaction
- Created realistic MetaHuman model in Unreal Engine 5.3, enhancing virtual streaming engagement
- Implemented custom-trained TTS model, syncing AI responses with MetaHuman speech via Oculus Lipsync
- Applied Test-Driven Development for a robust, 24/7 operational AI streamer, capable of continuous learning

HaydenPrice.com | *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

TechDuel.io | *Unity, C#, WebGL, Jira, Websocket*
- Managed 2D platformer shooter game project using Agile and Jira for team coordination and deadline adherence
- Participated in a 5-member team, employing Agile/Scrum for weekly sprint reviews, enhancing project efficiency
- Enabled real-time, in-browser gameplay with WebSockets, boosting player interaction and game dynamics
- Ensured successful collaboration with developers to achieve project milestones and maintain high quality standards

TECHNICAL SKILLS

Languages: Java, Python, C/C++, JavaScript, TypeScript, HTML/CSS, C#
Frameworks: React, Node.js, JavaFX, Maven, WebSocket, Unity, FastAPI, JUnit
Web Technologies: AWS, Docker, Apache, WebSockets, Stripe API
Developer Tools: Git, Jira, Trello, Visual Studio, Eclipse
3D Modeling and Animation: Blender, Unreal Engine 5.3, MetaHuman, Oculus Lipsync
Methodologies: Agile/Scrum, MVC, Iterative Design, Test-Driven Development (TDD)
AI/ML Technologies: Custom AI/ML Models, Text-to-Speech (TTS) Systems
Project Management Tools: Jira, Trello, Agile Project Management Tools