Hayden Price

555-555-5555 | email | linkedin.com/in/hwp | github.com/hpwn

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 and quality by crafting action plans from coachable behaviors
- Elevated team quality by 10% through the design of targeted training programs
- Reduced handle time by one minute and follow-up rate by 25% via statistical insights
- Collaborated with cross-functional teams and coached agents to uplift productivity by 5%

Project Manager, Game Development Intern   April 2022 – August 2022
University of Arizona   *Tucson, AZ*
- Owned the development of TechDuel.io, a real-time 2D platformer game, employing Agile/Scrum methodologies
- Facilitated cross-functional team collaboration, ensuring timely milestone achievements
- Implemented real-time playability via WebSockets, enhancing user engagement
- Utilized Jira for project tracking, ensuring on-time, under-budget project delivery

Information Technology Support Specialist   January 2015 – March 2020
University of Arizona   *Tucson, AZ*
- Delivered exceptional in-person and phone customer service to university affiliates
- Executed thorough evaluations of affiliate computers and software, swiftly diagnosing issues
- Resolved technical challenges to optimize affiliate utilization of essential technology
- Enhanced customer satisfaction through meticulous documentation and follow-up

PROJECTS

HaydenPrice.com | *React, AWS, Apache, Docker*
- Developed a responsive and accessible personal portfolio website
- Implemented dynamic about me and project sections, rendering data from live JSON and markdown files
- Containerized the web application using Docker for consistent deployment
- Deployed the website on an AWS EC2 instance using Apache

TechDuel.io | *Unity, C#, WebGL, Jira, Websockets*
- Managed a game development project creating a 2D platformer turn-based shooter game
- Employed Agile methodologies and leveraged management tools like Jira to drive project milestones, ensure timely delivery, and maintain a high standard of quality
- Designed player interactions, game flow, UI, and sound, ensuring a seamless gaming experience
- Implemented real-time gameplay in-browser through WebSockets, enhancing player interaction and engagement

Letter Labs | *Java, Maven, JavaFX, JUnit, Git*
- Developed a collaborative Wordle adaptation with serialization of accounts
- Worked in a team of 5 following Agile/Scrum methodologies, with weekly sprint reviews
- Implemented MVC and Iterative Design patterns ensuring a well-structured and maintainable codebase

TECHNICAL SKILLS

Languages: Java, Python, C/C++, JavaScript, HTML/CSS
Frameworks: React, Node.js, JUnit, FastAPI, JavaFX, Maven, WebSocket
Developer Tools: AWS, Docker, Apache, Git, Jira
Methodologies: Agile/Scrum, MVC, Iterative Design
Project Management Tools: Jira, Trello