

Hayden Price

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EDUCATION

University of Arizona

Bachelor of Arts in Computer Science, Minor in Mathematics

Tucson, AZ

December 2023

EXPERIENCE

Project Manager, Game Development

January 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 Information Technology Services & Workgroup Network Consulting

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 - Multichat Platform | *Go, WebSocket, Docker, Python, YouTube API*

January 2024 – Present

- 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 for high scalability and efficient infrastructure management across environments
- Analyzed performance metrics and user feedback to iterate on features, boosting engagement/platform stability

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

COMMUNITY INVOLVEMENT

Hugh O'Brian Youth Leadership (HOBY) AZ and World Leadership Congress (WLC)

2013 – Present

Director of Fundraising (AZ), Data and Technology Manager (WLC) | Phoenix, AZ & Chicago, IL