

# Max Humpherys

Salt Lake City, Utah | P: 8015997084 | max@humpherys.dev

## EDUCATION

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### SALT LAKE COMMUNITY COLLEGE

Associate of Science

Major in Computer Science & Information Systems

Relevant Coursework: Software Engineering; Operating Systems; Algorithms; Computer Architecture

Salt Lake City, UT

May 2025

### UNIVERSITY OF UTAH

Certificate

Full-Stack Web Development

Salt Lake City, UT

April 2022

## EXPERIENCE

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### UNISYS (Client: AAA)

Service Desk Technician 2

Salt Lake City, UT

Jun 2024 – Present

- Serve as the escalation point for unresolved service desk tickets from AAA employees, troubleshooting complex software, hardware, and network issues.
- Administer Active Directory tasks by managing group policies, security groups, and user provisioning to support efficient access control.
- Developed and maintained a widely adopted library of automation tooling leveraging PowerShell, Azure AD, Windows Registry, and Batch scripts, reducing the manual workload of common issues and system configurations by ~20%, increasing per-technician ticket resolution rates by up to 50% daily.
- Authored and maintained an internal knowledge base for recurring technical issues, administrator tools, and service desk resources, improving team consistency, resolution time, and onboarding new technicians.

### 2U INC.

Development Teaching Assistant; Tutor; Grader

Salt Lake City, UT

Jun 2022 – Aug 2024

- Assisted instructors during class sessions and office hours in a 24-week university-endorsed web development bootcamp, contributing to high student performance and satisfaction.
- Conducted student-requested 1-on-1 sessions to reinforce weekly learning objectives in JavaScript, React, SQL/NoSQL databases, and other programming fundamentals, receiving consistent positive feedback from students.
- Managed the grading process for weekly assignments, delivering code-level feedback and analysis, promoting technical growth in a fast-paced learning environment.

## PROJECTS

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### STREAMABILITY | [GitHub](#) | [Live Demo](#)

- Enables users to discover which platforms offer a given movie or TV show with personalized recommendations based on watch history and favorites.
- Full-stack application using TypeScript, React, PostgreSQL, Docker, RESTful APIs, and more.

### TYPE++ | [GitHub](#) | [Live Demo](#)

- Competitive typing tester with achievements, badges, and leaderboards. Tracks typing performance over time and enables score comparison with added friends.
- Built with React, MongoDB, GraphQL, RESTful APIs, JWT Authentication, and more.

### PORTFOLIO | [GitHub](#) | [Live Demo](#)

- Additional projects and technical work.

## SKILLS

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**Languages:** JavaScript, TypeScript, Java, PHP, C, SQL, MongoDB, GraphQL, HTML, CSS

**Frameworks:** React, NodeJS, NextJS, Jest, Spring, JUnit, Maven, Gradle, MySQL, PostgreSQL, TailwindCSS

**Developer Tools:** Git, Docker, Jira, OAuth2, Bash, Vim, IntelliJ, PowerShell, Linux/Windows CLI Tools