Mitchell Marshe
Software Engineer

Contact

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Education

University of Texas 🏛
Austin, TX 📍
Dec. 2019 📅

Bachelor of Science
Computer Science

Member of the National
Society of Collegiate Scholars

Skills

Agile
Angular
C
C#
C++
Communication
Confluence
Continuous Integration &
Continuous Deployment (CI/CD)
CSS / CSS3
Debugging
Docker
Git
GitHub
Google Suite
HTML / HTML5
Java
JavaScript
Jira
Leading
Microsoft Office
Pair Programming
Python
React
Salesforce
Scrum
SQL
Test-Driven Development (TDD)
TypeScript
Unity3D

Employment

Lead Support Engineer
🏛 **uStudio, Inc.**   📍 **Austin, TX**   📅 **Jan. 2021 – Present**

☕ *Software Engineer*
- Innovating uStudio's Podcast and Platform enterprise software, including creating custom features and scripts for clients, and automating pipeline and tasks.
- Running DevOps from Stage, QA, UAT, and Production while utilizing CircleCI, GitHub, Google Cloud, Datadog, Docker, Kubernetes (K8s), PagerDuty, and SolarWinds.
- Created several video players, incorporating themes and widgets using HTML5, CSS, and Javascript, resulting in over 10 million views.
- Developed Auth0 SSO Bridge App for customizable sign-in pages with multiple SAML and SCIM connections, including Azure, Okta, and OneLogin SSO Apps for singular SAML and SCIM connections.

☕ *Customer Support Manager*
- Managing and training the Customer Support team.
- Ensuring adherence to service level agreements and security policies.
- Achieving 85%+ customer retention rate and $2M+ annual revenue by nurturing relationships with key IT and executive personnel at 80+ prominent companies, including Alcon, Facebook, Marriott, Morgan Stanley, Universal Music Group, and various others.
- Authoring product requirement documents and statements of work.
- Liaison between the Engineering, Product, and Success teams.

Support Engineer
🏛 **uStudio, Inc.**   📍 **Austin, TX**   📅 **Jan. 2020 – Jan. 2021**
- Managing customer support requests across multiple channels, including email, Intercom, Jira, phone, and web conferences.
- Deploying client applications with custom branding, SSO using SAML/OAuth and SCIM, MDM, and integrating with other systems.
- Developed dashboards powered by SQL and Pythons scripts to report business intelligence and analytics to our Board of Investors.
- Creating educational resources for clients, such as Zendesk knowledge base articles, to help them understand uStudio's products.
- Writing internal guides in Confluence to provide educational materials for uStudio employees.

Software Engineer
🏛 **WellSky**   📍 **Austin, TX**   📅 **May 2019 – Dec. 2019**
- Developed a SaaS/SRE dashboard to track jobs running on Jenkins. This application is written in Angular, leverages DevExpress, hosted on AWS, and presented on mobile, desktop, and TV monitors across all offices, world wide with WellSky developers.
- Reduced SQL injection risks by 7% in the Home Health & Hospice application written in ColdFusion and Angular.
- Maintained several Confluence documents and reworked onboarding procedures for future software engineers.
- Adhered to HIPAA and ADA compliances.