

Mitchell Marshe

Software Engineer

Contact

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Skills

Agile
Angular
C
C#
C++
Communication
Confluence
CSS
Debugging
Docker
Git
GitHub
Google Suite
HTML
Java
JavaScript
Jira
Leading
Microsoft Office
Pair Programming
Python
React
Salesforce
Scrum
SQL
Testing
TypeScript
Unity3D

Education

University of Texas
Austin, Texas, Dec. 2019

- Bachelor of Science in Computer Science
- Member of the National Society of Collegiate Scholars

Employment

Support Engineer at uStudio, Inc.
Austin, Texas, Jan. 2020 – Present

- Innovating uStudio's Podcast and Platform enterprise software based on client feedback. Writing custom scripts in JavaScript, HTML5, CSS, and SQL for clients and uStudio. Creating tools for uStudio to automate work. Developing business intelligence and business analytics dashboards for uStudio and clients.
- Managing the Customer Support team. Leading daily scrums as Scrum Master. Training customer support agents. Assisting uStudio management with business operations and fostering business relationships. Reporting daily business to uStudio management. Liaison to the Engineering, Product, and Customer Success teams.
- Handling all customer support requests through email, Intercom, phone, and web conferences. Maintaining service level agreements and security policies. Deploying applications with custom branding, SAML/SSO, SCIM, and integrations to clients.
- Documenting knowledge base articles to educate clients about uStudio's products. Documenting internal guides in Confluence to educate uStudio employees. Writing Jira tickets for service requests to the Engineering team and feature requests to the Product team. Writing statements of work to clients for custom integrations.

Software Engineer Intern at WellSky
Austin, Texas, May 2019 – Aug. 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.
- Reduced SQL injection risks 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.

Projects

Don't Roast! – PC/Mobile Fighting Videogame, 2019

- Developed a 2D boss battle game in Unity3D.
- Programmed user controls, user interfaces, and environmental animations in C#.
- Created environmental assets and designed levels around a conceptual world.
- Published at themellowbunch.itch.io/dont-roast

Extrication – PC/Mobile Horror Videogame, 2019

- Developed an action driven horror game in Unity3D.
- Programmed various mechanics and user controls in C#.
- Designed the general user interface and world level.
- Published at thegroovybuffalos.itch.io/extrication

Photography Simulator – Graphic/Game Engine, 2018

- Developed a graphic/game engine in OpenGL3 with a colleague.
- Implemented Phong shading, raytracing, lighting, post processed visual effects, game object, component-based architecture, etc.
- Created a videogame demo that simulated photography camera lenses and their effects.

GameFrame.Online – Videogame Database, 2018

- Developed the frontend with ReactJS, Bootstrap, and other tools.
- Created Mocha tests and documented code & design on Git.