

# Mitchell Marshe

## Software Engineer

### Contact

Austin, Texas  
512 – 966 – 5841  
mitchellmarshe@gmail.com  
mitchellmarshe.github.io  
linkedin.com/in/mitchellmarshe

### 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. Developing business intelligence and business analytic dashboards. Creating custom features and scripts for clients. Automating pipeline and tasks for uStudio. All code is written in Python, SQL, JavaScript, HTML5, and CSS.
- 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 client applications with custom branding, SSO via SAML/OAuth, SCIM, and integrations.
- Documenting product and work. Authoring product requirement documents and statements of work. Filing Jira tickets for service and feature requests. Writing Zendesk knowledge base articles to educate clients about uStudio's products. Documenting internal guides in Confluence to educate uStudio employees.

**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.