

JORDAN T. SMITH

Full Stack Software Engineer

Enthusiastic, collaborative, and versatile developer with a passion for learning and technical problem solving.

✉ employjordansmith@gmail.com

☎ (540) 798-7032

📍 Austin, TX

🌐 in/jordantanner

EDUCATION

Software Engineering Immersive Bootcamp

General Assembly

📅 February 2021 - April 2021

📍 Remote

B.A. Philosophy

College of Charleston

📍 Charleston, SC

SKILLS

LANGUAGES | FRAMEWORKS

C#, .NET, Python, React, Unity,
HTML, JavaScript, TypeScript,
CSS, Sass, Tailwind CSS

CLOUD | INFRASTRUCTURE

AWS, Docker, Kubernetes, Helm,
Artifactory, Vault, Grafana,
Prometheus, CloudWatch,
ServiceNow

WORKFLOW | OTHER SKILLS

Jenkins, CI/CD, REST APIs,
Unit & Integration Testing,
Git, GitHub, Agile Development,
Postman, Web Development, Figma

SOFT SKILLS

Rapid Skillset Growth
Creative Problem Solving
Communication and Presentation
Leadership and Mentoring

WORK EXPERIENCE

Software Engineer

NICE Systems

August 2021 - October 2023 | Austin, TX (Remote)

- Contributed to the development of Enlighten AI Routing (EAIR), a Kubernetes-hosted SaaS multi-tenant application that uses behavioral data to improve call center effectiveness and customer experience. EAIR increased call volume and number of concurrent agents by 500%
- Implemented the Interaction Analytics Poller, a component of EAIR, designed to periodically query an external analytics API for customer interaction data to be persisted in AWS Redshift
- Wrote unit and integration tests for applications using test frameworks such as pytest, Newman, xUnit, NSubstitute, Moto, and MockServer to improve application reliability and reduce bugs
- Utilized a Jenkins-based CI/CD pipeline

Game Developer

Jordan Smith Digital

September 2017 - Present | Austin, TX

- Currently focused on development of a Unity-based mobile/PC game slated for release on iOS, Android, and Steam in 2024
- Have developed 10 games using Unity and C# during development of which I identified business requirements based on a creative concept, implemented core features, and iterated on the design by receiving and implementing feedback.
- Showcased proficiency in designing and implementing a variety of diverse game mechanics, visual styles, genres, user interfaces, and control schemes
- Four games submitted in the Ludum Dare game jam, an international game development competition, received excellent ratings from other developers and finished in the top 10-15% in at least one category

Musician

Independent Contractor

January 2010 - March 2020 | Austin, TX

- Designed, built, and maintained business website that was used for promotion, booking performances, showcasing original recordings, and accepting digital tips via PayPal and Venmo
- Held residencies at 12 music venues in the Austin area performing 5 shows a week. Toured with or opened for national acts including Counting Crows, Goo Goo Dolls, The Fray