

# NATHANIAL BROWN

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## SUMMARY

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I'm a computer science student passionate about building technology solutions focusing on accessibility and ease of use. I'm experienced in identifying customer pain points, summarizing and devising innovative solutions to meet customer needs. Having worked in teams of 3 to 20, I've developed great communication and teamwork skills.

## EDUCATION

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### B.Comp, Computer Science

2022 - 2024

Curtin University

Weighted average of 84%.

Relevant course work: Unix & C Programming, Software Engineering, Data Structures & Algorithms, Object Orientated Program Design.

### Student Exchange Program, Computer Science

2023 - 2023

Purdue University

I will be attending Purdue University in 2023 as an exchange student from Curtin University for the Spring Semester.

## EMPLOYMENT HISTORY

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### Junior Software Engineer

Feb 2022 - Present

WhereTo

- Programming with Typescript, Node.JS, Knex.JS, PostgreSQL and Git
- Implemented code in Typescript to meet user story requirements focusing on improvements or bug fixes of existing features and refactored existing code with a new type system
- Writing technical documentation for backend micro-services and repo navigation

### Product Support Specialist

May 2021 - Feb 2022

WhereTo

- Triaged customer-reported issues & logged detailed support tickets in JIRA
- Consulted on product requirement documentation, wireframes and new features to refine and optimise for launch
- Designed and wrote product documentation detailing usage instructions, features and algorithm design
- Processed and communicated product feedback and updates between technical departments, operations teams and end users

### Customer Success Manager

Jan 2020 - May 2021

Corporate Traveler USA

- Managed a shared total of 1700 clients
- Created a new hire training program to get staff skilled and ready to consult in 7 days
- Consulted with executives to solve pain points & grow travel spend
- Strategized and implemented email outreach strategy to engage at-risk clients with a retention rate of 98%

**Account Manager**  
Corporate Traveler USA

**Jul 2019 - Jan 2020**

- Oversaw a personal portfolio of \$800,000 TTV per annum
- Developed a python script for automatic commission reconciliation

**Assistant Team Leader**  
Flight Centre Business Travel Australia

**Feb 2015 - Jul 2019**

- Managed Travel Reservations for a \$300,000 TTV business portfolio, as well as complex multi-stop trips and group reservations of 200 travelers or more
- Completed multiple leadership training courses including delivering feedback, motivating employees and store management
- Trained new staff to use reservation & accounting software
- Qualified for Global Achievement Award for store performance

## **AREAS OF EXPERTISE**

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- Programming Languages: Java | Typescript | SQL | Python
- Technical: JIRA & Confluence experience, Google Workspace Suite, Microsoft Office Suite, Slack, Microsoft Teams and Sharepoint
- Discovering customer pain points
- Project Planning & Management
- Executive Stakeholder Discussions
- Corporate Travel Management

## **OTHER SKILLS & INTERESTS**

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- Avid Traveler
- Music Production
- Member of Computer Science Club and Game Dev Club
- Studied Japanese to an N5 level

## **VOLUNTEERING**

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**STEM Study Buddy**  
Curtin University

**Jul 2022 - Nov 2022**

Facilitated peer learning sessions for first-year students struggling with coursework. Used guided learning techniques to assist students to understand course content and provide study techniques to improve grades.

**Coder Dojo Mentor**  
Coder Dojo WA

**Jul 2022 - Sep 2022**

Mentored high school students with a wide range of skill levels to get excited about programming. I led a small group of students in creating a Discord Bot using python and assisted other students in learning python.