

# DANIEL HOPPER

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## SUMMARY

Self-starting creator of high-impact software solutions. Expanded from IT services team leader role into designing and delivering business organization and automation solutions at a global scale. Experience presenting tools and processes to technical and non-technical stakeholders, incorporating feedback and requirements.

## EXPERIENCE

### Astreya Partners, Inc. — Software Developer II, Remote WA (Feb 2024 – Oct 2024)

- Secured contracts to extend Astreya's coverage with Google by 80% in US and 100% in Europe by demonstrating a deployment process that decreased overall cost
- Built and maintained integrated efficiency tools for the non-technical operator with Google Apps Script and BigQuery as sole engineer
- Created an onboarding process and trained 5 operators

### Astreya Partners, Inc. — Inventory Technician Team Lead, Seattle WA (Jan 2019 – Feb 2024)

- Led a team of 5 - 10 technicians on-site and was responsible for all IT services
- Fostered an environment that emphasized autonomous participation and ownership
- Began large-scale business automation in this role in early 2020
- Created 200,000+ new hire work orders since Feb 2021 (>7% of total historical workforce)
- Designed, built, and maintained a real-time shipping order ticket creation tool for Google's global remote onboarding hardware deployment process, eradicating manual errors and removing onboarding delays for 5% of customers

### Astreya Partners, Inc. — Inventory Technician, Seattle WA (Jul 2017 – Dec 2018)

- Performed face-to-face troubleshooting
- Valued customer learning and satisfaction in addition to problem resolution
- Held large domain knowledge of available technologies and responsible teams
- Created macros and scripts, decreasing workload by 8 hours per week per technician

## SKILLS

Programming: JavaScript, SQL, React.js, Node.js, Java, Python

Presentation/Other: GitHub, Docker, SAP, Figma, Data Studio

## EDUCATION

Bachelor of Arts, English Literature — Azusa Pacific University (2016)

Computing & Software Development AAS-T – Lake Washington Tech . (Currently enrolled, Dean's List)