

# Winston Brown

Software Engineer

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## EXPERIENCE

### **Volt Labs, Tulsa, Ok — Head of Customer Onboarding / Software Engineer**

July 2021 - August 2024

Volt Labs, a seed stage startup, is a SMS A2P (application to person) messaging platform.

#### **Head of Customer Onboarding** *Aug 2023 - Aug 2024*

- Managed client experience through pre-sales and post-sales processes.
- Worked closely with customers to develop their internal systems and seamlessly integrate them with our API.
- Contributed to high growth from \$500k ARR to \$3.6M ARR while maintaining high customer satisfaction and messaging compliance.
- Continued to build and maintain core software services as an engineer while fulfilling the onboarding role.

#### **Software Engineer** *July 2021 - Aug 2023*

- Provided technical support, developed products, and coded platform features.
- Engineered and maintained platform services, focusing on API development and system integration.
- Conducted ETL processes to PostgreSQL RDS, ensuring efficient data management and reporting.
- Developed frontend applications using Angular and React.

### **Citadel Auto Glass, Yukon, Ok — CEO / Founder**

2000 - July 2021 - 21 years

I owned and managed this business. We serviced many wholesale and retail customers along the I-40 West corridor.

- Managed daily business operations while maintaining high customer engagement through social media and SEO practices.
- Successfully exited the business in 2021 by selling to our largest competitor.

## EDUCATION

### **Oral Roberts University - Tulsa, Ok**

- Bachelor of Science in Computer Science (incomplete)
- 1998

## SKILLS

*3+ years professional software development experience*

### **Full Stack Web Development**

**Front-end:** React, Angular

**Microservices:** Docker, AWS Stack, Nginx, RabbitMQ

**API Development:** REST, GraphQL

**Database:** PostgreSQL, SQL, NoSQL

### **Cloud and Infrastructure**

**Cloud Providers:** AWS, GCP

**System Administration:** Linux, Windows, Mac

### **Prompt Engineering**

**Key skills:** Few-shot/Zero-shot Prompting, Iterative Refinement, Context / Continuity Management

**Version Control:** Git - semantic versioning

**System Administration:** Linux, Windows, Mac

**Graphic Design:** Image

Editing, SVG - scalable vector graphics

## LANGUAGES

- Python
- Rust
- GoLang
- C
- C++
- C#
- Java

# Letter of Recommendation

**Cody Crow**  
**Head of Engineering**  
**Volt Labs Inc.**

Wednesday, September 18, 2024

To Whom It May Concern:

As Technical Lead and Head of Engineering at Volt, I have had the privilege of working with Winston Brown for roughly 3 years while they held the positions of Support Engineer and Onboarding Manager. My role was to oversee the technical workstreams, systems, and technical staff of the Engineering team, and to provide technical leadership and direction. Despite Winston's titles at Volt, I should note that his roles involved significant experience in full stack software development and product engineering.

During his tenure, Winston consistently demonstrated exceptional growth, strong work ethic, and an ability to work within ambiguity to drive company goals forward. Winston played a pivotal role in the development of Volt's Insights product, multi-factor authentication, and API development, including database schema design, cloud infrastructure management on AWS, and client-side development with React and Angular. As a member of the technical staff at Volt, Winston exhibited a commitment to achieving the team's goals, and frequently exceeded the expectations of his role.

In addition to his technical skills, Winston was a positive addition to the culture of the team and was trusted to directly communicate with clients. He was well-liked by colleagues and was understood to lead by example and collaborate well with others. I am confident that Winston will be a strong addition to any organization that he joins, make a meaningful impact, and exceed expectations in his new role. Our company would not be in the same place without his contributions over the years, and I can endorse him as a full stack software engineer without reservation.

Please feel free to contact me at (580) 439-4377 or [cody.crow@textvolt.com](mailto:cody.crow@textvolt.com) if you require any further information or clarification.

Sincerely,  
**Cody Crow**  
**Head of Engineering**  
**Volt Labs Inc.**