

Will Hinkelman

Full-Stack Software Engineer

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EDUCATION

University of California, Los Angeles

September 2015 - June 2019

Bachelor of Arts, Economics

General Assembly

October 2019 - January 2020

Software Engineering Immersive Program

SKILLS

JAVASCRIPT | PYTHON | REACT | SQL | AWS | JQUERY | NODE.JS | CSS | HTML
DOCKER | EXPRESS | MONGODB | POSTGRESQL | DJANGO | JSON WEB TOKENS
OAUTH | SOCKET.IO | BOOTSTRAP | MOCHA | GIT | HEROKU | C++
SALESFORCE | ZENDESK | JIRA | LOOKER | TRELLO

WORK EXPERIENCE

Modal

Senior Integration and Support Software Engineer

July 2021 - Present

- *Identify and document platform deficiencies; author and submit code changes that resolve the issues.*
- *Collaborate with third parties to write/develop ingest scripts to import client inventory feeds using secure file transfer protocols.*
- *Train and supervise new team members; act as a resource and mentor to increase overall team productivity and efficiency.*

Integration and Support Software Engineer

June 2020 - July 2021

- *Utilize JavaScript, SQL, and CSS to oversee customer onboarding and provide technical support to clients through email, phone, and video communication.*
 - *Optimize customer onboarding by writing and enhancing scripts to simplify and streamline processes.*
 - *Improve customer support quality by studying and re-designing processes, setting up and communicating service metrics, monitoring results, and implementing changes.*
 - *Work as part of a team to perform manual functional, regression, and performance testing on all Modal systems and projects.*
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PROJECTS

Foreign Exchange

- *Mobile friendly single-page application allowing users to observe exchange rates*
- *Signed-in users have the ability to save exchange rates to a favorites list*
- *MERN-Stack, HTML, CSS, JavaScript, Bulma, JSON Web Tokens, CanvasJS*

Junkie

- *Website built with two other developers that stores vinyl and comic collections*
- *Able to search another username and view their collection*
- *Python, Django, PostgreSQL, Passport, HTML, CSS*