







Austin Thomas

Fullstack Software Engineer

CONTACT

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SKILLS

Technologies

Go, PHP, MySQL, JavaScript, Vue, HTML, CSS

Tools

AWS EC2/ECR/Codebuild, Docker, Bash/Shell, Git, Heroku, Netlify

EDUCATION

Certificate in Software Engineering

University of San Diego x Fullstack Academy

April 2021

B.S. in Business Administration in Entrepreneurship

Sierra Nevada University

June 2020

WORK EXPERIENCE

Software Engineer II @ Ezoic

2023 - Present

- Led end-to-end feature development for Support Engineering projects including a generative AI chatbot, AI-powered Knowledgebase, email ticket processing, and more
- Architected backend systems with various interacting microservices and cron jobs to drive key business initiatives
- Optimized Support infrastructure using Ansible, Bash, and AWS services (Codebuild/ECR/EC2/CloudWatch), resulting in simplified deployment and improved system reliability
- Led task prioritization and coordination for the Support Engineering team, ensuring timely delivery of features and bug fixes

Software Engineer I @ Ezoic

2021 - 2023

- Collaborated on full-stack feature development for publisher support properties, navigating complex open-source license restrictions
- Migrated critical services from legacy PHP to Golang, enhancing system performance and codebase maintainability
- Took initiative by creating platform-wide solutions beyond role expectations, including a centralized contractor login system and secure credential sharing integration with third-party password manager APIs

Freelance Web Developer

2020 - Present

- Designed and developed responsive, accessible websites for small businesses, focusing on lead generation and conversion-oriented user experiences
- Implemented custom solutions using diverse tech stack (PHP, JavaScript, React/Next.js, CSS) and deployed on cloud platforms (Heroku, Netlify) to meet client requirements

PROJECT HIGHLIGHTS

AI Support Chatbot

Jun 2023

A generative AI-powered chatbot that reduced new support tickets by 40% within six months. Led full-stack development, architecting the chat process and implementing performance enhancements.

Technologies

Go, Vue, MySQL, Docker, AWS

APIs/Integrations

OpenAI, S3

Email Ticket Processor

Jan 2023

A system that processes staff emails into support tickets, moving account manager/publisher communications into a trackable ticketing system for improved metrics and service. Led end-to-end development, creating a Google Apps Script for email parsing, building a Go microservice for data processing, and implementing a revamped routing system with complex business logic.

Technologies

Go, PHP, MySQL, JavaScript, Google Apps Script

APIs/Integrations

Gmail, Chili Piper