

Hunter Hester

Phone: (512) 599-2550 | Email: Hunter.Hester15@gmail.com | Austin, TX, 78741

LinkedIn: [/hunterhester](#) | GitHub: [/hunterhester](#)

EXPERIENCE

Associate - Service Support at Charles Schwab | Nov 2020 - Present

- Contribute to identifying, triaging, and debugging various internal web-based tools using JavaScript, HTML, CSS
- Develop Powershell automation scripts that are deployed to over 45,000 endpoints across the company
- Orchestrate the design and continuous maintenance of a cutting-edge, accessible, SharePoint site for an internal team of 60+ employees, operating as the primary storefront to the Service Desk's information, FAQs, and self-help articles
- Write and manage a collection of over 2000 technical articles to support multiple internal technology teams
- Serve as the key point of contact and subject matter expert for Endpoint Management software, HCL BigFix, within the National Service Desk

Advanced Repair Agent at Geek Squad | Jun 2019 - Nov 2020

- Conducted comprehensive GPU stress testing and troubleshooting to ensure optimal performance and reliability, enhancing system stability and efficiency
- Troubleshooted and repaired software issues within Linux, Windows, macOS, and chromeOS, contributing to 1 day turn-around time, vs district average of 3 days
- Utilized CLI techniques and batch scripting to remove malware and repair system corruption
- Debugged crash dump files to identify faulting drivers and hardware

Consultation Agent at Geek Squad | Oct 2016 - Jun 2019

- Answered client inquiries regarding software or hardware operation to resolve problems resulting in 90% Customer Satisfaction Average, exceeding market expectation of 75%
- Applied deductive troubleshooting skills to analyze client issues with various software and hardware products

EDUCATION

Certificate, Full Stack Web Development – University of Texas Austin, TX | Jan 2023 - Jul 2023

PROJECTS

LeetCode Discord Bot | [GitHub](#)

- Summary: Discord bot created to streamline access to daily LeetCode challenges. The bot autonomously updates users with the latest challenges and their associated difficulty, enhancing their coding practice experience.
- Tools: JavaScript, GraphQL, Discord.js, Node.js, Docker

Schedaddy | [GitHub](#)

- Summary: Customer Relationship Management platform built to handle scheduling for businesses.
- Tools: NodeJS, ExpressJS, Bcrypt, JSON Web Tokens, GraphQL, Mongoose, React, Bootstrap, ESLint, MongoDB

Fusion Fables | [GitHub](#) | [Live Site](#)

- Summary: Forum created to inspire writers by posting short stories and inciting collaboration.
- Tools: NodeJS, ExpressJS, MySQL, Sequelize, NodeMon, Jest, ESLint

TECHNICAL SKILLS

Proficient in JavaScript ES6+, CSS/HTML, ReactJS, NodeJS, ExpressJS, MERN Full Stack web applications; Familiar with JestJS, MongoDB, SQL, Git, Bash, CI/CD Practices, Agile, C#, MVC Paradigm, Docker, Python