Austin Iverson

Santa Clara, CA | (858)525-1538 | austiniverson@gmail.com | LinkedIn Profile | Website

Full-stack software designer and developer with over 3 years of experience on a founding team who specializes in front-end technologies, user experience, and customer support

ACCOMPLISHMENTS

- First hire at software startup from no code all the way through shipping a full EHR software
- Built my own API for baseball statistics with MongoDB, Node.js, & Express
- Improved & deployed provisioning software used in production for the Model 3 Key Fob at Tesla
- Achieved high rates of customer satisfaction developing for Simply Styled Sites
- Received a promotion and trained student new-hires within SCU's IT Department

CORE COMPETENCIES

Svelte | JS/Typescript |Node.js | Express | Python | Ruby/RoR | PHP | HTML5/CSS | C/C++ | Electron.js
SQL | MongoDB | Design Thinking | Customer Experience | Training | Attention to Detail | Troubleshooting
Outside the Box Thinking | Conflict Resolution | Process Improvement | Cross-functional Collaboration

PROFESSIONAL WORK EXPERIENCE

Software Engineer II (Founding Team) March 2022-November 2025
Narrable Healthcare, San Francisco, CA (Hybrid)

Software Development- 70% | Refining Processes & Pipeline- 20% | Domain Research- 10%

- First engineering hire at a seed-funded healthcare startup, initially building an EHR platform before transitioning to developing innovative AI-powered tools
- Helped establish the company's technical foundation by selecting the tech stack, defining development processes, implementing CI/CD, and building applications from the ground up
- Owned features end-to-end, collaborating directly with customers to gather requirements, inform design decisions, develop, deploy, and support solutions
- Trusted by the CTO and CEO to present product progress and technical milestones to investors; recognized as a model startup within the company's incubator

Web Designer and Developer November 2020-March 2020 | June 2019-October 2019
Simply Styled Sites, San Diego, CA (Remote)

Website Development- 75% | Customizations- 15% | Support- 10%

- Collaborated with a small team to rapidly develop websites for events and sales conferences for organizations such as ThermoFisher Scientific to help them maintain operations during the pandemic
- Developed and edited WordPress plug-ins with JavaScript & PHP for increased customization of look and functionality
- Live-supported the sites we built to ensure events as large as 15,000 ran smoothly for our clients

Software Engineer Intern March 2020-September 2020
Tesla Motors, Palo Alto, CA

Software Development- 80% | Support- 15% | Software Design- 5%

- Worked on a desktop application running in electron.js that interacted with Python scripts to gather information about peripherals connected to the device and displayed them on a consolidated dashboard
- Deployed remote updates to the application which was utilized by a factory in China and supported the users on the factory floor
- Delivered a web design that utilized Tesla's design principles to consolidate multiple test applications into a unified test dashboard that allowed engineers the ability to run and display results in a single application

Technology Help Desk Analyst & Field Support Technician September 2017-March 2020 | July 2018-March 2020
Santa Clara University, Santa Clara, CA

Troubleshooting & Repair- 55% | Inventory Management- 35% | Customer Service- 10%

- Provided IT support for SCU faculty and staff's hardware and software issues
- Imaged and set up new computers as well as wiped and recycled old computers while helping the university keep track of its inventory
- Trusted to communicate and address IT issues directly with university staff and faculty as a student-employee with no oversight
- Troubleshot a wide array of hardware and software issues across operating systems and devices
- Effectively and calmly communicated with customers in person, over the phone, and online chat
- Selected to train 12 newly hired student-employees on SCU-specific IT processes

LEADERSHIP PRINCIPLES

Invent & Simplify | Insist on the Highest Standards | Earn Trust | Deliver Results | Dive Deep

RECOMMENDATIONS

"While employed at the Technology Help Desk at SCU, Austin demonstrated strong technical skills with the ability to provide top notch technical support to faculty, staff and students. He has exceptional customer service/people skills, is intelligent, accountable, motivated and adapts well to change."
Lai-San Malmquist|Manager|SCU Technology Support Services|Supervisor

"Austin's creative talent, attention to detail, and technical skills are assets to our program. Austin's work in requirements gathering, design implementation, and deployment helped our program achieve and exceed our goals. Both Austin's skills and cheerful attitude have benefitted our program, and I highly recommend him for whatever role he pursues."
Kristen Muscott|Co-Founder|Redmond School Break Food Box Program|Supervisor

EDUCATION

B.S. Web Design & Engineering [Minor: Computer Engineering] June 2020
Santa Clara University, Santa Clara, CA