

Austin Merrill

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Technical Skills

- Languages: Go, JavaScript/Node.js, Python, SQL, Bash
- Frameworks & Libraries: React, Express, Prisma (ORM), GORM (ORM)
- Cloud & Infra: AWS (EC2, S3, RDS/PostgreSQL, Route 53, Cognito), MinIO, Docker, Docker Compose, NGINX, Caddy, Terraform (IaC)
- Databases/Storage: PostgreSQL, SQLite, MongoDB, S3/MinIO (presigned URLs)
- Tools: Git/GitHub, Postman, incident/debug workflows, documentation
- Foundations: Data structures & algorithms, OS/Linux fundamentals, HTTP/TCP/IP

Projects

Little Moments — Cloud Photo-Sharing App (Hosted)

Node.js/Express, React; AWS EC2, RDS/PostgreSQL, S3, Route 53, Cognito; NGINX; Terraform; Prisma

- Built a privacy-first photo-sharing app with production AWS architecture: EC2 app tier, S3 for media, RDS/PostgreSQL for metadata, Cognito for auth, and NGINX reverse proxy; infra provisioned via Terraform.
- Implemented REST APIs with Express + Prisma, validation and robust error handling; media served via presigned S3 URLs for secure, efficient delivery.
- Repo: github.com/AJMerr/little-moments

Little Moments — Offline (Self-Hosted, Dockerized)

Go, React (Vite + Tailwind), SQLite, MinIO (S3-compatible), Caddy, Docker Compose

- Delivered a 1:1 self-hosted version packaged with Docker Compose (services: web/Caddy, api/Go, minio) for fast local deploys and homelab use.
- Secure upload flow with presigned PUT to MinIO and a confirm step to persist metadata; reads use presigned GET for time-bound access.
- Implemented cursor-based pagination, albums with paged listing, and full CRUD (edit title/description, delete); local-first persistence via SQLite + MinIO volumes.
- Repo: github.com/AJMerr/little-moments-offline

Gonk — Minimal Go HTTP Framework

Go (1.22+); net/http, ServeMux, Custom Router & Middleware

- Designed and implemented a lightweight HTTP framework with router helpers (GET, POST, etc.), middleware chaining, and JSON utilities.
- Built core middleware: request ID, structured JSON logger, panic recovery, and configurable CORS.
- Added JSON utilities for strict decoding and consistent error handling to simplify API development.

- **Repo:** github.com/AJMerr/gonk

SyMon — System Metrics Tool (Go)

Go

- Modular CLI utility that collects CPU/memory/disk metrics with clean package boundaries and a Makefile for reproducible builds.
- Repo: github.com/AJMerr/symon

Professional Experience

Network Support Engineer (Contract) — Fusus by Axon

Atlanta, GA (Hybrid) | Aug 2024 – May 2025

- Tier-2/3 product support for a real-time situational awareness platform; triaged incidents, analyzed logs, and collaborated with engineering on fixes.
- Performed network/device discovery and documentation to accelerate deployments.
- Authored knowledge-base content and mentored Tier-1 staff.

Senior Technical Support Engineer (Contract) — Tractor Supply Company

Remote | Jul 2023 – Dec 2023

- Supported enterprise networking and server environments (Windows Server/AD, SUSE Linux).
- Conducted OS patching, log analysis, and service troubleshooting; partnered with InfoSec for incident escalations.
- Automated recurring diagnostics with Python/PowerShell.

Senior Technical Support Engineer III — Foxit

Remote | Aug 2022 – Dec 2022

- L3 support for secure PDF SaaS and on-prem SDKs (rendering, SSO, encryption); reproduced issues and coordinated patches with development.

Technical Support Engineer II — Outreach

Atlanta, GA (Hybrid) | Nov 2021 – Aug 2022

- Managed high-volume queues; used Datadog and internal tooling to correlate logs and product signals; created Postman scripts for API troubleshooting.

Technical Support Engineer II — SendGrid / Twilio

Remote | Mar 2020 – Nov 2021

- Advanced Tier-2 support for SendGrid Email API/SMTP; analyzed email headers and SMTP transcripts; guided customers through DKIM/SPF/DMARC configuration.

- Created reproducible API examples with Postman/Python.

Education

- B.S., Software Engineering — Western Governors University (WGU) — in progress
- General Assembly — Full-Stack Web Development Bootcamp (2019)

Certifications & Training

- CompTIA A+
- CompTIA Network+
- Practical Junior Penetration Tester (PJPT) — in progress