

Robert “Quin” Ashworth

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PROFILE

- Creative problem solver; highly relationship and service-focused
- Confident and resourceful with initiative and follow through; balances quality and timeliness
- Passionate team member with demonstrated collaboration and leadership abilities
- Learning oriented and continuously expanding knowledge, skills & abilities

EXPERIENCE

PatientPoint ■ Denver, CO

Software Engineer - January 2023 - Present

- Key stakeholder in executing projects to optimize and organize PatientPoint’s fleet of over 150k devices, internal and external applications, which vary in type, scope and complexity for Android, Linux, Windows and custom operating system based machines.
- Verify business essential device metrics are properly configured, formatted and reporting through newly established data pipelines routed through AWS S3 and to their ultimate destination of our Snowflake instance.
- Ensures that device and application end-to-end behavior corresponds to desired client specifications monitored via Salesforce.
- Collaborates with team members to move device management and data reporting from three vendor environments to one internal environment using AWS IoT, by creating and utilizing a SPA with GUI written in React.js to interact with AWS IoT.
- Contributes to the Device Messaging and Management (DMM) project, an inhouse application created to connect all devices to AWS IoT instance, making controlling devices and remotely configured Device Shadows, via MQTT messages, easier and more manageable.
- Optimizes Bootstrap (Zygote) application, used to provision Android based PatientPoint devices, or complete device factory resets. This application works directly with the DMM app and DMM API and manages the version changes for a device to be automatically and correctly configured based on SKU type and designated external application.

Rendia ■ Baltimore, MD

Senior Product Support Engineer - August 2017 - December 2022

- Developed and maintained automated availability checks for the Rendia software platform, which consisted of 8+ globally accessible SaaS offerings.
- Managed development support efforts across the 10+ different product areas within the company platform.
- Routed bugs and feature requests via escalated support tickets to appropriate team members in Engineering, Product, and Management teams.
- Provided direct support for high-priority clients, as well as guidance to select the appropriate solutions for their unique business needs.
- Facilitated and maintained successful integrations with healthcare networks and business partners.
- Mentored and supported multiple members of the Technical Support team.

Technical Support Lead - April 2016 - July 2017

Investigated and resolved customer challenges in tandem with Engineering and Product teams, and executed a backlog of support tickets on a weekly basis. Wrote and presented knowledge-based articles to educate teams on product features, via recurring meetings and long form content presentations, utilizing details from clients and employees.

Technical Support Specialist - December 2015 - March 2016

Provided hands-on support via tickets, calls, and live chats, resolving issues across all product areas, and spearheaded internal improvements to the inbound support ticket process used by Customer Success, Support, and Engineering teams.

KEY TECHNICAL SKILLS AND SERVICES

- Android/Linux/macOS/Windows
- Git
- Vim/Nano
- MySQL, MongoDB
- Python, Java, Kotlin
- JavaScript, HTML/CSS, React.js
- Cucumber, Playwright, RobotFramework, Selenium

- AWS Athena, Dynamo, IoT, Kinesis, Lambda, RDS, RedShift, S3, Step Functions
- Salesforce
- Snowflake
- Docker
- Postman
- Jira