

ERIC HUNG

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PROFESSIONAL SUMMARY

Full-stack developer with over 4 years of combined software development and technical support experience, building and maintaining features across TypeScript and Node SaaS platforms. Skilled in designing intuitive user interfaces, integrating payments, messaging, and CRM systems, while verifying features before release. Comfortable diagnosing complex issues and communicating clearly with technical and non-technical users.

CORE SKILLS

Systems & Tools: Claude Code • Cursor • macOS • Linux (CLI) • Git • Jira • Slack • Zoom

Languages & Frameworks: TypeScript • JavaScript • React • SvelteKit • Node • Hono • Express • HTML/CSS • PHP

Data & Integrations: PostgreSQL • MongoDB • REST APIs • Stripe • Twilio • HubSpot • GoHighLevel • Close • Calendly

Support & QA: Troubleshooting • Installation support • Web debugging • Technical writing • QA review

EXPERIENCE

- 2026 ***Software Developer, THE MODERATE GENIUS***
Mar 2026 – Aug 2026
- Developed and shipped features for two production SaaS products: Eversend, an AI text-messaging platform for engaging leads and booking appointments, and Moniflo, an automated payments and commissions platform
 - Built a conversational AI onboarding wizard that walked new customers through account setup and the Twilio phone number and A2P compliance flow, so they could start sending without manual support
 - Improved the automated SMS follow-up system by adding quiet hours, per-lead time zone handling, and one-time handling of failed steps, removing silent failures and repeated retries
 - Reconciled commissions data between Moniflo V1 and V2, backfilling missing data points to align payment tracking across versions
- 2020-2024 ***Customer Website Support Specialist, GODADDY***
Mar 2020 – August 2020, Nov 2020 – Jan 2024
- Guided GoDaddy Social customers via phone and email through successful website setup and launch
 - Maintained and quality-checked websites for hundreds of medium-sized enterprises across the U.S.
 - Worked cross-functionally with engineering, tech, and account management teams to troubleshoot customer requests
- 2017-2018 ***Regional Manager, TEXAS PANIC ROOM***
Jan 2017 – June 2018
- Led a 20-person staff, overseeing scheduling, training, coaching, and daily operations
 - Designed, budgeted, and developed new escape rooms twice a year to provide fresh experiences
 - Created training materials and operational procedures, increasing service quality across all locations

CERTIFICATIONS

Full Stack Web Development Bootcamp - The University of Texas Austin (2019)

CompTIA A+ - CompTIA (2026)

EDUCATION

2015-2018 **AUSTIN COMMUNITY COLLEGE** Austin, TX
Business - Coursework

2012-2014 **NATIONAL CHIAO TUNG UNIVERSITY** Hsinchu, Taiwan
Electronics Engineering - Coursework