

Abram Gornik

Customer Facing Software Engineer

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Professional Summary

Customer-facing software engineer with 5+ years of experience building applications, integrations, automation, and internal tools that solve business problems. Experienced in technical discovery, full-stack development, API integration, troubleshooting, and translating between customers and engineering teams. Uses AI-assisted development workflows to navigate codebases, implement changes, and maintain production websites. Brings clear communication developed through customer success engineering and seven years of technology instruction.

Core Skills

Solutions engineering: Technical discovery, requirements gathering, solution design, implementation, troubleshooting, customer enablement

AI-assisted engineering: Codex, Claude Code, Cursor, GitHub Copilot, ChatGPT, agentic coding workflows, context engineering, AI-assisted debugging and code review

Development: JavaScript, Node.js, React, Python, Django, PHP, Laravel, C#, C++, HTML, CSS, MySQL

Integration and delivery: REST APIs, HubSpot APIs, Google APIs, Slack integrations, Jenkins, CI/CD, Git, GitHub

Experience

Freelance Web Developer | *Independent*

Feb 2024 - Present

- Manage and maintain a portfolio of client websites, including updates, troubleshooting, deployments, reliability, and ongoing technical needs.
- Apply AI-assisted development throughout planning, implementation, debugging, refactoring, testing, and documentation while retaining ownership of code quality and production results.
- Guide agentic coding workflows by defining requirements, supplying relevant context, reviewing generated changes, and validating functionality before deployment.
- Translate client goals into technical requirements and explain implementation decisions in accessible language.

Sitting National Team Resident Athlete | *USA Volleyball, Oklahoma City, OK*

Sep 2024 - Present

- Selected to train as a resident athlete with the U.S. Sitting National Team while working within a high-performance team environment.
- Represent the United States in international para-beach volleyball competition, demonstrating accountability, adaptability, and performance under pressure.

Customer Success Engineer | *AVAIL Solutions, Lexington, KY*

May 2021 - Sep 2024

- Served as the primary technical liaison between Customer Success and Engineering, translating customer needs, product behavior, and technical constraints for technical and nontechnical stakeholders.
- Built a Slack integration using HubSpot APIs that let internal teams find and review customer information without leaving Slack.
- Identified and resolved a billing-data collection problem, recovering up to \$20,000 in additional revenue.
- Designed an integration between the revenue-management platform and CRM systems, giving Success, Sales, and Marketing teams access to source customer data.

Experience Continued

Customer Success Engineer (continued) | AVAIL Solutions, Lexington, KY

May 2021 - Sep 2024

- Built customer-facing Google Sheets integrations using internal and Google APIs to provide continuously updated user and account data.
- Developed internal tools that automated customer-content audits and cleanup workflows.
- Built a Jenkins CI/CD server that automatically tested and built new branches and pull requests; implemented canary tests and alerts to identify availability problems.
- Led a small cross-functional team in creating and implementing a test plan across the company product portfolio.
- Investigated customer-reported problems, identified defects, and submitted fixes directly to the product codebase.
- Reverse-engineered an incompatibility with a third-party platform, documented the cause, and worked with its engineering team until it implemented a fix for the mutual customer.

Application Developer | Zudy, Lexington, KY

Aug 2020 - Apr 2021

- Delivered a business-process application that saved a leading pharmaceutical company approximately 100 employee hours per week.
- Partnered with client stakeholders to identify operational pain points, define requirements, and translate business processes into working software.
- Designed and built business applications in an Agile, customer-focused development environment.

Additional Experience

Instructor (seasonal) | Awesome Inc, Lexington, KY

Apr 2020 - May 2021

- Taught and mentored students in JavaScript, PHP, SQL, React, and software-development practices.
- Designed programming challenges that reinforced technical concepts and independent problem-solving.

Master Instructor | Newton's Attic, Lexington, KY

Jun 2014 - Aug 2019

- Managed and trained junior instructors delivering more than 30 engineering and technology courses.
- Taught project-based courses in a woodshop and computer lab, combining robotics, electronics, woodworking, music, and programming.
- Created original courses including Marimba, in which students built and learned to play an instrument; Robotic Gladiators; and Arduino-powered Pinball Wizards.
- Developed and administered a Class A network with a Linux-based router managed through the command line.
- Maintained more than 30 educational computers using network-based imaging and standardized configurations.

Education

Web Developer Bootcamp | Awesome Inc

Dec 2019

- Completed a 500-hour, in-person software-development program and built more than 10 applications using JavaScript, PHP, Laravel, React, HTML, CSS, Git, and GitHub.
- Created an internet-connected robotic musical instrument controllable through an API and web application.

Additional Highlights

USA national para-volleyball athlete and international para-beach volleyball gold medalist | Cancer survivor and amputee
| Classically trained pianist | Brand ambassador for ICN Athletics