

Anthony Milad

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EXPERIENCE

Senior Software Engineer, Canada Revenue Agency

Vancouver, Canada – Jun 2024 – Present

- Built and maintained internal tools used by over **1,000 employees**, optimizing developer workflows and significantly reducing repetitive tasks by **90%** across national teams saving **\$750k+** annually in labour costs
- Promoted user-centric tool design by gathering feedback from developers and iterating rapidly to improve usability, reliability, and performance
- Led a multi-day code training initiative to **mentor junior developers** and IT staff, fostering a culture of problem solving and tool adoption across the organization
- Partnered with security, accessibility, and business teams to ensure tools were robust, compliant, and easy to integrate into diverse work environments
- Enforced clean code and maintainability through national code reviews, supporting sustainable growth and collaboration across distributed teams

Software Engineer, Canada Revenue Agency

Vancouver, Canada – Apr 2021 – Jun 2024

- Refactored legacy tools into scalable systems that could be easily adapted for different use cases and departments
- Integrated secure authentication workflows and built intuitive user interfaces to reduce friction for non-technical users adopting internal tools
- Collaborated with cross-functional stakeholders to align tool capabilities with organizational needs, ensuring applications were relevant and adopted widely

PROJECTS

Service Desk Optimizer

- Designed a high-performance replacement for an existing software, optimizing CRUD operations and bypassing legacy inefficiencies, reducing technician workload by 90% and saving \$750k+ annually in labour costs

Settings and Windows Information File Transfer (SWIFT)

- Engineered a profile migration tool to interface with the agency's large internal storage infrastructure, enabling seamless profile backup and restoration
- Designed a fault-tolerant backup system with automated network replication, file chunking, backup redundancy (hashing), and metadata tracking to ensure data integrity, reliability, and efficient I/O for large-scale backups

SKILLS

- PowerShell, Java, Python, SQL
- Azure, REST APIs, Git
- Automation, Scalability, API Integration, Database Integration, Cloud Integration, CI/CD

EDUCATION

Bachelor of Computer Science, Laurentian University, Sudbury, Canada – Apr 2022

Certifications

- Distributed Systems & Cloud Computing with Java – *Udemy*, May 2025
- Software Architecture & Design of Modern Large Scale Systems – *Udemy*, May 2025
- The Complete Cloud Computing Software Architecture Patterns – *Udemy*, May 2025
- Java Spring Boot – *Coding Shuttle*, May 2025