

COLIN DANFORTH

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Professional Profile

Dynamic, results-oriented, and creative professional who is passionate about programming and web development. Demonstrated commitment in delivering complex, deadline-driven assignments on plan and on budget. Strong architecture and design skills with a demonstrable portfolio of software solutions and applications across various lines of business. Proven ability to leverage website development skills by applying programming knowledge to identify, formulate, and solve problems with the unique ability to design innovative systems using modern techniques and creative skills – experienced in designing appealing web pages by being aware and passionate about website design, the development process, and system deployment. Known as a resourceful and innovative personality who thrives in a challenging environment. Approachable and adaptable with the experience to identify critical paths and implement practical solutions under time-critical conditions.

AREAS OF EXPERTISE

Microservice Architecture	Web Development/Programming	Troubleshooting/Problem Resolution
Process Improvement	Project Management	Technology Implementation
Systems Administration	Front-End Development	Strategic Forward Planning
Web Design and Coding	AWS Systems Integration	Service Desk Management

PROFESSIONAL EXPERIENCE

Developer, *LoyaltyOne* ♦ *Toronto, ON*

April 2015-Present

- Build internally facing web applications with React, and Node.js using functional programming and TDD paradigms.
- Design AWS pipelines in Jenkins with full CI/CD for fast iteration and deployment
- Secure feature changes and support of Instant and travel Platforms, including the new development of transaction validation and processing services. Monitor and query information in SQL, NoSQL, and Splunk logs.
- Build support automation using Node.js. Serve as part of Several Agile Teams within the organization.
- Deploy to production and development environments using Jenkins, Urban Deploy and Quick Build.
- Manage versioning in Stash/Git. Support continuous improvement by investigating alternatives and technologies.
- Organize training for developers in new technologies like GraphQL to improve the company's technical awareness.
- Design, develop, test, and implement software applications for mission-critical systems, delivering high-availability and performance. Participate in design sessions, led by a Technical Lead and based on business requirements.
- Write well designed, testable, efficient code. Make recommendations for process improvements and best practices. Understand and follow Agile development methodologies and the role of testing.

Desktop Technician, *LoyaltyOne* ♦ *Toronto, ON*

May 2010-April 2015

- Performed desktop services, managing desktop and laptop issues for 1100+ employees. Described and explained root cause and resolution to associates at all levels of the business. Implemented staff onboarding and off-loading.
- Executed as technical support for Windows XP, Windows 10, and OSX systems.
- Replaced hardware in laptops and desktops. Supported software packages for associates. Learned Powershell for device management scripting. Packaged application delivery within Symantec's Altiris consoles.
- Maintained meeting room technologies; and accomplished mobile device integration and support, project moves, full-scale call center upgrades, and remote investigation and system support.

Service Desk Support Technician, *LoyaltyOne* ♦ *Toronto, ON*

February 2008- May 2010

- Served as phone support, logging tickets and ensuring any issue that could not be resolved over the phone was logged to the correct support teams for investigation. Oversaw day-to-day issues with software and hardware.

- Controlled the communication of high severity issues between support teams and SLT members.
- Managed account configurations in Active Directory. Answered questions regarding process and delivery SLAs.
- Communicated to business associates in varying levels of the company in relation to issues they reported.

Contractor: Technical Consultant, *Cerberus Artist Management* ♦ *Toronto, ON* September 2008-November 2008

- Assisted office networking issues and workstation repairs, such as simple router issues and software quirks.
- Advised technical solutions for burning out press kit DVDs, loaded with video on a scale of 10-100 discs for marketing purposes, as well as general technical advice on hardware to purchase for various uses around the office.
- Performed hardware analysis and research, and basic networking configurations and software troubleshooting.

EDUCATION

Electronics Engineering ♦ <i>Humber College, Toronto, ON</i>	2009
Audio Engineering ♦ <i>Harris Institute for the Arts, Toronto, ON</i>	2005

COMPUTER SKILLS

Node.js, React, SQL, noSQL, Jest, AWS Technologies, DynamoDB, MongoDB, PostGres, Stash/Git, Jenkins, Urban Deploy, QuickBuild, Java, Active Directory Management, Microsoft Office (Word, Excel, PowerPoint, Outlook)