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Paddington QLD Australia

**PROFILE** Experienced Front-End Developer with a strong background in delivering clean, efficient, and user-focused web applications. Skilled in JavaScript, TypeScript, Flutter, and SQL, with a proven track record across SaaS, startup, and blockchain projects. Known for translating complex designs into functional UI, leading Agile teams, and contributing to shared code libraries.

## EDUCATION

### The University of Auckland

Bachelor of Science Double Major in  
Computer Science & Information Systems

## PROJECTS

**Lead front end developer for [Juggle Rewards]**  
<https://jugglerewards.app/>

**Lead front end developer for [The Capsule]  
(Blockchain based finapp)**

## TECH STACK

HTML, CSS and JavaScript    Grafana  
React / React Native    Node JS  
SQL    AWS / MS Azure  
Flutter / Dart    WordPress  
Atlassian Jira  
Git

## WORK EXPERIENCE

### Front-End Developer

Brisk Cloudware - 12 Month Contract (Australia)  
<https://appointment.briskcloudware.com/>

2024-2025

Contributed to the development and maintenance of Brisk Appointment System, a web-based scheduling platform and part of the wider product ecosystem under NCH, the parent company. Worked closely with the product manager to implement new features, resolve bugs, and improve overall performance and user experience across shared platforms.

#### Key Responsibilities & Achievements:

- Developed and maintained front-end features for the Brisk Appointment System, a web-based scheduling platform, using vanilla JavaScript, HTML5, and CSS3.
- Built reusable UI components, including a CSV escape feature for secure user input handling, adopted across all Brisk and NCH products.
- Refactored legacy code to align with clean code principles, improving code readability and reducing page load times as much as 15% through optimized JavaScript and CSS.
- Identified and resolved critical front-end bugs to ensure a satisfying user experience.
- Collaborated closely with the product manager to translate user feedback and feature requirements into intuitive UI solutions, contributing to a 10% increase in user engagement.
- Wrote and maintained unit tests, ensuring issues during feature updates.
- Utilized SQL queries to validate front-end data integrity, streamlining debugging and ensuring data consistency across the platform.
- Managed version control using SVN, coordinating seamless code integration in a team of 50+ developers

### Intermediate Software Solutions Advisor

ezyVet - Full time

2022-2024

Delivered software training, technical support, and documentation for ezyVet, a cloud-based veterinary SaaS practice management system. Supported a global user base, contributed to revenue retention, and led cross-functional initiatives across customer support, training, and testing.

#### Key Responsibilities & Achievements:

- Developed comprehensive training modules and documentation for over 3,000 veterinary practices, 90,000+ users across 18 countries.
- Hosted global live webinars and Q&A sessions to improve user knowledge and experience which lead to reduction of mundane tasks.
- Created custom HTML/CSS/TWIG templates, generating recurring revenue of \$790-\$2,835 per template.
- Managed and led 3 regional teams in NZ, UK and the US; mentoring over 50 team members to consistently exceed KPIs
- De-escalated and retained high-impact client cases, resulting in retention of over \$5,000/month in revenue
- Led projects such as onboarding and Agile sprint QA reviews, ensuring seamless user transitions and minimal client disruption.
- Executed thorough software testing (regression, version, black-box, white-box) then managed findings in Jira to .
- Utilized diagnostic and monitoring tools (Grafana, NewRelic, DataDog) and configured/troubleshoot 80+ APIs, including integrations with XERO, PayJunction, and global lab systems.

## REFERENCES

#### Karen Edmunds - NCH / Brisk Cloudware

Job title: Product manager



0455187629



Karen.edmunds@nchsoftware.com

#### Andreas Dickau - Brisk Cloudware

Job title: Senior Back end developer



0430591046



Adickau@bigpond.net.au

#### Leticia Ho Chau - Brisk Cloudware

Job title: Front end developer



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leticia.ho.chau@briskcloudware.com

## Software support associate

ezyVet - Full time

2021-2022

Provided direct software support to veterinary professionals using ezyVet, ensuring operational continuity and high user satisfaction.

### Key Responsibilities & Achievements:

- Delivered personalized client support via phone and webinars, resolving issues and guiding clinics in optimizing workflows.
- Simplified complex technical concepts into clear, accessible communication for non-technical users.
- Handled 20+ support tickets and 10+ calls daily from global clients, ensuring smooth practice operations and timely resolutions.
- Drove client retention by resolving high-priority technical issues and offering strategic workflow guidance.

## L3/L4 Technician & Audiovisual Engineer

Gorilla Technology and NZ Podcast - Full time

2019 - 2021

Supported both IT infrastructure and media production for Gorilla Technology and associated podcasts.

### Key Responsibilities & Achievements:

- Diagnosed and resolved complex technical issues quickly, boosting client satisfaction and retention.
- Mentored new staff in IT and cybersecurity practices, improving onboarding and operational effectiveness.
- Maintained and managed internal IT systems to ensure uninterrupted business operations.
- Managed live podcast and streaming setups for shows like NZ TechPodcast and On The Tee Golf NZ, ensuring professional quality and reliability.
- Updated and maintained Gorilla.co.nz via WordPress, aligning content with business strategy and tech trends.

## START UPS - PART TIME

### Lead frontend developer

Juggle rewards - contract

2023 - 2024

**Web:** <https://jugglerewards.app/>

Led the front-end development of Juggle Rewards, a mobile-first platform focused on user engagement and reward-based experiences. Acted as Scrum Master while collaborating with a small, agile engineering team of university students coding for the first time.

### Key Responsibilities & Achievements:

- Translated complex Figma designs into functional interfaces using TypeScript, ensuring pixel-perfect replication and smooth interactivity.
- Facilitated project execution by managing Jira tickets and leading Agile ceremonies as Scrum Master, driving timely and efficient results.
- Maintained a high standard of code quality by adhering to clean code principles and enforcing consistent code review practices.
- Implemented GitHub version control, streamlining collaboration and ensuring safe, trackable code deployments.
- Collaborated across time zones with international developers, supporting the company's expansion and engineering cohesion.

**Tech Stack:** TypeScript, HTML/CSS, Figma, GitHub, Jira, Agile/Scrum

### Lead developer

The Capsule - Part time / Casual

2023 - Current

Oversaw product delivery and team coordination for confidential startup projects in fintech and blockchain, contributing both technical execution and leadership.

### Key Responsibilities & Achievements:

- Acted as Scrum Master and delivery lead, managing Jira boards, and communicating progress to both technical and non-technical stakeholders located in Australia, New Zealand and the US.
- Spearheaded the development of a secure crypto wallet, guiding architecture, development, and security design from inception to prototype.
- Implemented BIP 39 to generate secure passphrases for wallet recovery, enhancing user data security and reliability.
- Built visually accurate and responsive UI components in Flutter, matching detailed Figma designs.
- Wrote and deployed smart contracts using Solidity, enabling core wallet functionalities and on-chain registration.
- Communicated across teams while respecting confidentiality constraints, ensuring legal compliance and data security.

**Tech Stack:** Flutter, Dart, React, Solidity, BIP 39, Figma, Jira, Agile/Scrum

\*certain details have been omitted due to confidentiality agreements.