

GEOFF WADE

Software Developer

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PROFESSIONAL SUMMARY

Software developer with a production debugging background and hands-on experience resolving customer-impacting issues across embedded Linux systems. Skilled in root-cause analysis, log tracing, cross-team coordination, and delivering fixes in high-stakes environments. Building toward backend development with Java and Spring Boot, combining deep system-level knowledge with a disciplined, outcomes-driven approach to writing clean, maintainable software.

TECHNICAL SKILLS

- Languages & Frameworks:** Java, Spring Boot, REST APIs, Spring Data JPA, Hibernate/JPA, SQL, C++, TypeScript/Angular
Databases: H2, SQL Server
Tools & Platforms: Git, IntelliJ IDEA, Linux (SSH), OSGi/Apache Felix, Unreal Engine
Practices: Production debugging, log analysis, root-cause isolation, layered architecture, cross-team escalation

PROFESSIONAL EXPERIENCE

Customer Satisfaction Engineer II

Syntech Systems (*FuelMaster*) — Tallahassee, FL | Apr 2024 – Present

- Diagnose and resolve customer-impacting issues across production systems; provide remediation steps and coordinate escalations with engineering
- SSH into embedded Linux devices to validate certificates, review logs, and recover services in OSGi/Apache Felix environments
- Troubleshoot hardware and software integrations using log analysis and service isolation to identify root causes
- Execute high-risk configuration changes including payment processor setup and firmware upgrades across customer environments
- Achieved 105% of performance goal in first year (ranked 2nd in department); maintain 97.2% CSAT against a 95% target

Key Project: Credit Card Processor Migration

- Led cutovers for approximately 10 customers, performing firmware upgrades and payment configuration changes ahead of a processor shutdown deadline

Engineering Contributions

- Proposed a serial-interface loopback diagnostic to isolate on-device faults from third-party integration issues; shared with engineering for evaluation
- Supported engineering investigations by collecting field context, reproducing issues, and providing detailed documentation

Legal Videographer / IT Support

Alabama Trial Services — Birmingham, AL | Apr 2014 – Apr 2018

- Delivered client-facing deposition recording services while providing hands-on IT and equipment support
- Led modernization from analog to digital workflow, upgrading production server hardware, workstations, and camera systems

TECHNICAL PROJECTS

Fueling Simulation System

Java | Spring Boot | Spring Data JPA | H2 | Angular (in progress)

- Built a layered Java/Spring Boot application simulating fuel authorization and transaction workflows with persistent storage via Spring Data JPA and H2
- Implemented asynchronous, timed fueling process with a service layer that finalizes and records transactions on completion
- Designed REST API endpoints for vehicle lookup, authorization, and transaction history; structured around clean separation of controller, service, and repository layers

EDUCATION

Associate of Science, Computer Science — Jefferson State Community College, Birmingham, AL | Aug 2016