

Shay Henderson

Software and Infrastructure Engineer

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PROFESSIONAL SUMMARY

Versatile Software and Infrastructure Engineer with more than six years of experience across software development, cloud infrastructure, QA, and technical support. Proven record of implementing scalable web and mobile solutions, maintaining near-perfect uptime, and improving customer experience through structured processes and data-driven problem solving. Skilled at bridging technical, operational, and customer-facing domains to deliver reliable, high-quality outcomes across multiple platforms and operating systems.

TECHNICAL SKILLS

- Languages and Frameworks: JavaScript, TypeScript, HTML, CSS, React, Next.js, Astro
- Cloud and Infrastructure: Google Cloud Platform (GCP), Cloudflare, Microsoft Azure
- Systems and Administration: Windows Server, Active Directory, Microsoft 365, SharePoint, Teams, Exchange, Windows and Linux (Ubuntu), iOS and Android environments
- Virtualization and Backup: Hyper-V, Veeam
- Scripting and Tooling: PowerShell, Bash, Git, GitHub, Intercom, Linear
- Professional Skills: Issue triage, incident management, SLA adherence, performance optimization, cross-team collaboration, customer experience leadership

PROFESSIONAL EXPERIENCE

QA and Support Engineer, JPG Store

September 2022 – Present | Remote, Scotland, UK

- JPG Store is a large-scale digital marketplace serving more than 168,000 users and processing millions of transactions each year.
- Led the migration from a bespoke ticketing system to a fully integrated Intercom platform with an AI-powered chatbot that achieved a 64.6% deflection rate.
- Authored and maintained more than 150 technical and support articles, reaching over 60,000 unique readers annually.
- Implemented company-wide QA standards to enable early detection of technical and user-facing issues.
- Maintained and developed the Next.js frontend repository for both the web and mobile applications.
- Improved customer satisfaction to 90.2% with human agents and 74.3% with AI agents on first contact.
- Oversaw infrastructure reliability on Google Cloud Platform and Cloudflare, maintaining 99% uptime with under two-minute average first-response time.
- Supported the platform and team through multiple scaling phases while maintaining service quality and operational performance.

Technical Writer & QA Contractor, SecurityBot

April 2025 – August 2025 | Remote, Scotland, UK

- Contracted to lead a full professional rework of the SecurityBot GitBook documentation, transforming it from a hobbyist reference into a structured, production-ready knowledge base for users and administrators.

- Redesigned content architecture, rewrote all technical documentation, implemented consistent formatting and tone, and ensured complete product coverage.
- Performed QA and support testing to validate new product features and confirm accuracy of documentation prior to release.
- Engagement lasted approximately five months and concluded successfully after all deliverables were completed to satisfaction.

IT Support Analyst, MacDIT

June 2019 – April 2024 | Scotland, UK

- Provided tier-1 to tier-3 technical support for Windows Server, Active Directory, Microsoft 365, Azure, Exchange, and SharePoint environments.
- Assisted with server deployments, migrations, and virtualization projects using Hyper-V.
- Implemented Veeam backup and disaster recovery solutions to maintain data integrity and business continuity.
- Used PowerShell for system administration, diagnostics, and maintenance tasks.
- Collaborated with clients and internal staff to meet SLA targets and maintain high-quality service delivery.

EDUCATION AND CERTIFICATIONS

- Higher National Certificate (HNC) in Computer Science, West Lothian College
- Diploma in IT and Telecommunications (SCQF Level 8)
- Technical Apprenticeship in IT and Telecommunications (SCQF Level 8)
- Additional Studies: Computer Science and Cyber Security
- GitHub Administration, Microsoft (Issued Sep 2025, Expires Oct 2027) — Credential: <https://learn.microsoft.com/en-us/users/shayhendo/credentials/2931c284c3de4c9f>
- GitHub Foundations, GitHub (Issued Mar 2025, Expires Mar 2028) — Credential: https://www.credly.com/badges/e97e7c77-e341-4847-b43b-605710527682/linked_in_profile

REFERENCES

Available upon request