

Michael Sheppard

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🌐 [Portfolio](#)

Professional Summary

Full-stack web developer with blockchain integration experience and strong customer service background. Recently completed professional internship at Labrys, delivering Web3-integrated applications. Proven ability to combine technical expertise with excellent communication skills.

Technical Skills

- Languages & Frameworks: JavaScript/TypeScript, React, Next.js, T3 Stack
- Web3 & Database: ThirdWeb SDK, Smart Contracts, MongoDB
- Development Tools: Git, Vercel, RESTful APIs, Tailwind CSS

Professional Experience

Software Development Intern | Labrys Group Pty Ltd | 09/2024 - 11/2024

- Developed blockchain-integrated task management system using Next.js, T3 stack, and ThirdWeb SDK
- Implemented Web3 features including token rewards and wallet connections
- Built responsive interfaces with Tailwind CSS, including Kanban boards
- Designed and integrated MongoDB database schema for efficient data management

Customer Solutions Representative | Probe CX | 09/2023 - 01/2024

- Resolved 40+ daily technical support cases with 95% satisfaction rate
- Collaborated with development team to document and resolve software issues
- Utilized multiple software systems for case management and troubleshooting

Call Centre Operator | Centrelink | 04/2015 - 10/2016

- Managed technical support for government online services
- Processed applications and maintained accurate customer records
- Specialized in conflict resolution and cultural awareness

Key Projects

Pump.Task - Web3 Task Management (2024)

- Built full-stack application with blockchain integration and gamified incentives
- Tech Stack: Next.js, TypeScript, ThirdWeb SDK, MongoDB

Pawfect Care - Veterinary Management System (2024)

- Developed full-stack clinic management application with appointment scheduling
- Tech Stack: React, Node.js, MongoDB, Express

Customer Travel Profile API (2024)

- Created RESTful API for travel agency user management with authentication
- Tech Stack: Node.js, Express, MongoDB, JWT

Education

Diploma of Information Technology | Coder Academy | 2024

- Specialized in Full-Stack Web Development
- Key Focus: Web Development, Database Design, API Development