Andrew Caines

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SUMMARY

Over the last 26 years in the IT industry, I have fulfilled many roles ranging from Hardware/Software Support to IT Manager, to Process Analyst, and recently Software Developer.

I focus on increasing efficiency and reducing human error by automating internal business processes. I recently created an Android application in React Native to assist delivery drivers to completely replace a pen and paper system.

Through these systems, I aim to provide businesses a competitive advantage. My deep connection with end users allows me to create tools that are a pleasure to use. I delight in leveraging my web development skills to solve real world problems.

EXPERIENCE

CareRx Corp - *IT Manager Western Canada*   [Mar 2019 – Current]

Standardized Pharmacy Platform. Team lead for project to unify hardware, software, network, configuration, server virtualization, surveillance, VOIP, etc. across 11 western Canada locations. Fully remote administration and monitoring. Faster backups and longer uptime. Reduced per site operating expenses by $10k/yr. Reduced per site server costs by $23k while improving performance 5x.

Business Workflow Hub. Consolidated workflows from 7 sites into a single web application. Information Portal (Forms, Files, Procedures, Training Videos, Help Desk). Handling Pharmacist on-call and after-hours RX issues. Dashboards for monitoring Deliveries application. Remote site management tools reduced application configuration tasks from 11 minutes to 30 seconds.

Mobile Delivery Application. Developed Android/iPhone application (using React Native/Rest API) to coordinate and track RX delivery drivers to supplant existing paper-based system. Ensure drivers capture mandatory information required for regulations compliance. Driver location and maps updated live in central management dashboards.

BD Diesel - *IT Manager*   [Nov 2010 - Nov 2018]

Inventory Picking System. Directed workers around warehouse locations to collect parts to fulfill orders. Reduced picking error rate from 60% error rate to < 1% while increasing throughput. Drop-in return rate allowed staff reductions. Developed SPA designed for 10" Android tablet using Angular, NodeJS, ExpressJS, KnexJS, MSSQL, Socket.IO. Migrated to React in later versions. Live metrics and progress feedback to sales and management. Reduced printing and document handling costs by $30k/mo.

Fuel Injection Core Return Program. Created a web application to allow customers to send back damaged cores to be refurbished. Automated the creation of customs documents for international returns. Handled shipment tracking and notifications. Created new income stream for the business.

SKILLS

Software Development:
Javascript, C#, SQL, Git

Front End:
React, React Native, Angular, Aurelia, Bootstrap, Antd, BlueprintJS, FluentUI, HTML/CSS, ASP.NET Razor

Back End:
RestAPI, NodeJS, ExpressJS, Webockets, Socket.IO, Fasitfy, ASP.NET, PHP

Databases:
MSSQL, Postgres, MySQL, MongoDB

Networking:
VLAN, DHCP, DNS, Firewalls, Routers

Virtualization:
XEN and VMWare

Microsoft Technologies:
Active Directory, Exchange, DNS, DHCP, Azure, VS Code

Linux:
Ubuntu Server Administration, Bash Automation Scripts

Certifications:
MCSE, MCP, A+, Network+

Additional Value

Experience negotiating service contracts and service installation for Phone, Internet and other IT related services.

Assembling PC hardware and deployment. I build an average of 100 PCs and a few servers per year.

Cabling and dressing. Extensive experience both installing and terminating low-voltage cables and dressings.