

Andrew Caines

Building critical business infrastructure for over 20 years.

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SUMMARY

I focus on designing custom business software systems to automate internal processes that increase efficiency and reduce human error. I delight in leveraging my web development skills to solve real world problems. To accomplish this, I draw upon years of firsthand experience in both supporting end users and exceeding business goals.

EXPERIENCE

Carerx Corp, Edmonton, AB — *IT Manager Western Canada*

March 2019 – Current

CareRx, [Pharmacy Division] Working in the Pharmacy and Long-term care service industry presented several challenges. Following and complying with strict HIPA/College of Pharmacist standards, working within the fixed operational windows and being able to extend support to remote workers and remote customers. This required a balance of security and flexibility.

Accomplishments

Software Development

- Developed several in-house tools. In some cases, replacing decade old in-house software.
- Developed an in-house dashboard, which was used to consolidate several inhouse processes and data flow. [NodeJS, ExpressJS, Websockets, React]
- Developed a Mobile Application to Coordinate and track Deliveries. The Tracking data was managed via the Dashboard [React Native]

Business Process Analyst

- Ensured HIPA Compliance in all data handling.
- Virtualization Architect & implementation.
- Backup Strategy & implementation.
- Prescription digitalization system design.
- Managing, merging & migration of legacy systems.
- Specialized system hardware architect.
- Hardware selection and procurement.
- Network threat mitigation.

SKILLS

Microsoft Products and Technologies
(Active Directory, Exchange, DNS, DHCP)

Linux proficiency. Debian based.

Software Design and Development.
[JavaScript, C#, SQL]

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

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

Database(s): MSSQL, Postgres, MySQL,
MongoDB

Networking (VLAN, DHCP, DNS,
Firewalls, Routers)

Virtualization (XEN and VMWare)

Automation (Scripts & Code)

Additional Value

Experience negotiating service contracts and service installation for Phone, Internet and other I.T related providers.

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

Always developing my skills. With a focus on Best Practices and standards.

- Database Administration & performance analysis.

IT Management

- Created several automation tools to leverage the size of the team for western Canada.
- Revised infrastructure and Topology to be more self-describing. Allowing for more work to be completed by less staff.
- Reduced Operational costs significantly but deploying more modern and cost-effective products in a few areas of our infrastructure (Virtualization, VOIP, Backup)
- Helped my staff upgrade their skills, focused on including them in complicated issue resolution to develop their skills, increasing the strength of the team.
- Helped design a new National Topology to integrate two separate East & West Teams. This included an IP Phone Topology, VPN Mesh, AD/DNS/DHCP. Which allowed for rapid inclusion or divestiture of locations
- Lead the integration of 7 new pharmacies into our organization. This included physical, topological and software. In most cases required the physical re-location between sites and in some cases, cities. [During Covid-19]

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

LANGUAGES

English, written and verbal.

BD Engine Brake - Valley Fuel Injection, Abbotsford, BC — IT Manager

Nov 2010 - Nov 2018

When BD first hired me, they were in the process of trying to adapt to growing pains. The company had grown organically and was doing very well. This had created many challenges that required an evolution to all their IT systems. My background in helping companies transition from small shops to the Enterprise helped BD reach their full potential. I was also able to design all new systems when the company moved and consolidated several facilities into one location. This included helping design the low voltage floor plan, and server room design.

Accomplishments

Improved Customer Experience and Sales

- Created a Return program to capture rare and difficult to procure hardware from vendor's old inventory.
- Help create a consolidated dashboard view of several disjointed departments to give them a bird's eye view of department fiscal health.

Software Development

- Created a tool to automate our inventory levels to our distributors, a fully automated tool that takes our data and uploads it to an ftp portal. It reports upon success or failure.
- Developed a Web Application for handling the process of purchasing customers cores, from initial contact to complete billing. Including the handling of international shipping.
- Created an MRP/ERP add-on, to clean up the process of inventory picking.

Designed to run on tablets, and handle the entire process from Work Order creation, to delivery to production team. Version 1 was designed in Angular 1.x, v2.0 was designed and built in Aurelia. V3.0 was built with React 16.

- Created a 6 shard Nginx --> Odoo hashed proxy server. This overcame speed limitations in the Odoo product, which allowed significant increases in active users and productivity.

Infrastructure Development

- Completely Virtualized the infrastructure, allow for systematic growth of services and features. As of August 2017, there are five physical servers running 27 virtual machines.
- Created a WIFI mesh to cover 38,000+ square feet of production and warehouse area. Created with 5 Access Points, bonded together to be as seamless as possible to the end user. Giving coverage for Tablets and other devices.
- Created internal fiber backbone for 300m run to machine shop. This involved updating IP schema to Class A, from Class C. Flattened network, created IPSEC tunnel between locations for routable traffic and VOIP phones.
- Complete upgrade of Topological systems, this includes adding VOIP, upgrading Ethernet and cable management, and server room design and environmental monitoring.
- Designed and built 125+ custom PC's, designed and developed systems for rapid deployment and evergreening program.
- Was primary Desktop/Server/End user support for 130+ Employees and contractors.
- Was responsible for managing all contacts for Fiber/Telco, for negotiating all deals with VARs and Suppliers, for all computer/infrastructure related products.
- Implemented Antivirus for all devices and servers. This includes mail gateway protection. The heavily automated system is to prevent users from accidentally disabling protection or failing to update the virus signatures.

Borran Software, Langley— *Network Administrator & Customer Support*

Oct 2006 - Oct 2010

I was a Customer facing technical support, as well as internal system development and technical support. I also created tools that helped reduce the amount of inbound calls. I was also the system architect of a SAS product that I developed and deployed in house, which was profitable within the first month.

Accomplishments

- Handled an average of 5-12 calls a day.
- Revamped Conversion process, reducing time required.
- Designed, Developed and Deployed a support tool, that radically changed the amount of service tickets generated. Which included automated fixes for top 22 ticket generating issues.
- Redesigned and maintained a new Network and new MS AD/Exchange stack.

