Catherine Edwards

021 191 3894   catherine@edwards-au.com

Profile

A Wellington-based software developer with extensive experience in service design and delivery, business analysis and coaching experience in Agile, DevOps, and SCRUM. Outcome-focussed, curious, professional, adaptable and dependable; I build rapport and trust with everyone I meet. My references tell me I am a high performer and problem solver, which I attribute to my growth mindset and focus on continuous improvement. I am a fast learner, a quick thinker, and a self-starter.

I am enthusiastic, creative and skilled, and bring diverse thinking and flair to the team. I know how to balance optimistic and pragmatic thought to enable the team to experiment safely towards the best outcome for the client. I have the leadership skills that make me a great team player with the care and empathy to keep everyone feeling valued, motivated and engaged. I have strong communication skills, and I know how to balance meeting user needs with pragmatic, safe and stable delivery of value to users.

Goals

I want to reinforce my studies from Enspiral Dev Academy by enhancing and delivering code, whether it be front-end, middleware, or infrastructure as code. I am keen to play to my strengths and bring my proven skills to back my new coding abilities in a professional context. My target role is as a permanently-employed developer in a product-oriented, continuous learning and progressive working environment.

Technical skills

Programming frameworks and tools	• Javascript (node.js), jQuery, Angular, React, Redux, TypeScript, Express, Handlebars, Gulp, npm, Yarn
	• C#, .NET, ASP.NET, Xamarin.Forms
	• HTML/CSS, Bootstrap, Jekyll
	• Git, Github, Gitlab, Docker, Jest
Data stores	SQLite, PostgreSQL
Tools	• Adobe Creative Suite, Balsamiq, InvisionApp
	• Atlassian Confluence and JIRA, JetBrains YouTrack, Microsoft Visual Studio Team Services
	• Wordpress, Zendesk

Professional summary

RIP Global

Front-end developer
January 2019 – March 2019
Wellington, New Zealand

RIP Global is a New Zealand-based FinTech startup with a mission to automate receipt and invoice processing, expensing, and book-keeping with its product suite. Its launch product, RIP Expenses, is designed to capture transaction data from the merchant at the point of sale to facilitate automated expense claiming and compliance management for RIP Expenses users. As a front-end developer for RIP Global, I:

- Built features and enhancements for the mobile application using Xamarin.Forms and C#.
- Resolved front-end defects in the web application within the Git feature branch workflow.
- Learnt C# and Xamarin.Forms within ASP.NET ZERO boilerplate and Metronic framework.
- Researched and documented context for the product, including expected user experience and workflows, use cases, tech stack, and instructions for setting up web application and mobile development environments.
- Created wireframes for point-of-sale integration for developers of merchant sales systems.

Enspiral Dev Academy

Studied full stack web development
October 2018 – December 2018
Wellington, New Zealand

Enspiral Dev Academy (EDA) imparts software coding skill into curious, empathetic and motivated people to prime them for a career in software development. In this course, I prepared myself with 9 weeks' worth of self-directed reading, coding exercises, and blogging as per the Phase 0 curriculum. During this course, I learnt the fundamentals of:

- Test-driven development
- Client-server interactions via HTTP requests
- Databases, servers, routes
- Application Programming Interfaces
- Deployment of web applications
- Authentication and authorisation, and
- User interface design.

I completed exercises for this course individually, in pair-programming scenarios, and in team projects. My favourite repository from this course is this React marketing webpage. While the course taught me web development principles, the skills I gained during this course enable me to learn new languages and development domains in a self-directed manner.

Ministry for Primary Industries

Business analyst (contract via Hudson Global Inc.)
August 2018 – October 2018
Wellington, New Zealand

The Ministry for Primary Industries (MPI) is forming the Biosecurity Intelligence Team to bring scientific nuance to intelligence operations. For this, the team needs software tools and compute power to manage intelligence leads, create predictive models, and compute large volumes of data through algorithms. I was brought into the team as a short-term business analyst to inform and drive their procurement processes. For this role, I:

- Facilitated workshops and conducted interviews to gather business, functional, and non-functional requirements with 30 individuals across the organisation.
- Produced documentation to facilitate a Request for Information via the Government Electronic Tender System.
- Chaired the Request for Information process, engaging with interested vendors in the New Zealand tech industry.
- Assessed responses to the Request for Information for non-technical audiences.
- Revised requirements based on advice from the market and issued Request for Procurement to the market (in progress as of November 2018).
- Produced material to inform the Biosecurity Governance Board of the Biosecurity Intelligence Team's vision, focus, implementation plan, and roadmap for 2019.

Ministry of Justice

Business analyst (contract via Optimation Group)
April 2018 – August 2018
Wellington, New Zealand

The Ministry of Justice migrated their internet and intranet content from a managed Plone enterprise content management system to New Zealand's whole-of-government Silverstripe Common Web Platform. I was brought on to this role to migrate standard operating procedures for judicial system content between the two systems. For this role, I:

- Analysed, designed and curated content describing new and existing front-of-house procedures.
- Interviewed Ministry of Justice operations and communications advisers for requirements and quality assurance.
- Forged SCRUM Agile best practices, facilitating retrospectives which created goals for continuous improvement for the team.
- Lead service design and design thinking initiatives, including user research, service blueprinting, and information architecture methodology.

New Zealand Transport Agency

Service designer (contract via Hudson Global Inc.)
March 2017 – November 2017
Wellington, New Zealand

The New Zealand Transport Agency had the Driver Licence Experience programme to deliver customer service improvements to driver licencing, transport service licencing, and NZTA online services. The Agency was undergoing an organisational transformation, shifting from PRINCE2 to Agile. I came to NZTA as a service designer who could also help with coaching the team through the change in delivery methodologies. While I was with NZTA, I:

- Facilitated retrospectives, product backlog grooming, writing user stories, and ideation sessions.
- Interviewed everyday Kiwi drivers in metropolitan, urban, sub-urban, and rural contexts to gain their attitudes, motivations, triggers, and goals in relation to their driver licence journey.
- Captured pain points, barriers, and opportunities for improvement through observing service interactions in branches across New Zealand.
- Actively maintained Kanban boards to capture the flow of work from analysis to development, highlighting and alleviating Work in Progress constraints.

Before New Zealand

Before migrating to New Zealand, I lived and worked in Canberra, Australia. I contracted as a business analyst for Federal Government and private sector clients, including:

- Digital Transformation Agency
- Australian Crime Commission
- Australian National University
- Clean Energy Regulator

Memberships and qualifications

Enspiral Dev Academy
Full Stack Web Development – Graduate of Hihi 2018 Cohort

DevOpsDays New Zealand
Core organiser

ITIL v3 Foundation
PeopleCert, License Number GR750105678CE, 2014

Bachelor of Translation (East Asian Region)
Australian National University, 2009

Recent highlights

DevOps Days Wellington 2018 – November 2018

I was invited by the team at DevOpsDays to become a core volunteer organiser after attending DevOpsDays Auckland 2017 as an enthusiastic delegate. I co-MC'd the event, ensuring that the day ran smoothly and safely with the best experience possible for delegates. I will be volunteering my time for the 2019 DevOpsDays event.

OpenGov Asia Singapore Breakfast Insight: E-Government or Out of Government – March 2017

Summary article of the event. I was invited by the Managing Director of OpenGov Asia to share my insights of working in Government as a digital professional.

StartUp Weekend Wellington 2017 – May 2017

Tweet announcing our team PayItAll as the winning team for the event. For this event, I formulated the product pitch, researched banking and financial sector technology for product feasibility and conducted user research activities.

GovHack NZ: Introduction to Service Design – July 2017

Slides I developed and presented at this event. The GovHack NZ team needed expertise to promote design thinking as user-centric approach to solving citizen problems with Government open data. I was invited to give this presentation as part of my GovHack NZ volunteering effort.