

# Charles Goodsir

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Experienced Configuration Engineer and Agile Stream Tech Lead with 5 years of expertise in .NET and GitHub, specializing in product architecture, design, and currently studying Full Stack at Dev Academy Aotearoa focusing on JS, CSS, HTML, TypeScript and React. Led a team to deliver high-impact features across multiple platforms. Now seeking a hands-on developer role to continue leveraging my technical skills and leadership experience in driving product innovation and delivering tailored solutions

## Core Skills/Competencies

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| <ul style="list-style-type: none"><li>▪ GitHub</li><li>▪ JSON</li><li>▪ Azure DevOps</li><li>▪ CI/CD Pipelines</li><li>▪ GIT</li><li>▪ YAML</li><li>▪ HTML/CSS/JavaScript</li><li>▪ Automation Testing</li><li>▪ Firebase Authentication</li><li>▪ React</li><li>▪ TypeScript</li><li>▪ VS Code</li></ul> | <ul style="list-style-type: none"><li>▪ Miro</li><li>▪ Confluence</li><li>▪ Technical Problem Solving</li><li>▪ Technical Business Process Analysis</li><li>▪ Technical Documentation</li><li>▪ Presentation Skills</li><li>▪ Leadership Skills</li><li>▪ Time Management</li><li>▪ Analytical Skills</li><li>▪ Decision Making</li><li>▪ Client Training</li><li>▪ Negotiation Skills</li><li>▪ Dedicated Team Player</li></ul> |
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## Professional Experience

### DATAKOM SOLUTIONS (NZ)

Auckland, New Zealand

#### Software Configuration Engineer – Finance Domain

Sept 2021 - Current

- **Designed, coded/configured, tested, and delivered** applications across multiple regions within NZ & Australia.
- **Conducted automation testing** using Gherkin scripts to validate end-to-end business processes, guaranteeing thorough quality assurance and smooth functionality throughout the entire workflow.
- **Collaborated** with cross functional domain teams to configure solutions aligning with business requirements, ensuring adherence to standardised processes for consistent outcomes.
- Worked closely with BAs, developers, configurators, product managers, and clients to deliver features in a **large enterprise environment**.
- **Automised workflows** using in-house power tools for local government councils.
- **Built strong rapport** with my customers and developed relationships local government councils by:
  - Leading weekly CRM/ERP overview and training sessions.
  - Demoing new features in external sprint reviews.
- **Optimised and remodelled** configuration to improve system performance by:
  - Identifying issues with existing configuration and implementing effective solutions. For instance, redesigned a workflow to reduce runtime/system load from 2.5 minutes to 20 seconds.
- **Developed technical documentation** through Confluence articles to support internal releases.
- Provided training for associate analysts and offered continuous advice, guidance, and mentorship on duties and best practices.

**DATACOM SOLUTIONS (NZ)**  
**Service Desk Analyst**

**Wellington, New Zealand**  
**Sept 2020 – Sept 2021**

- **Provided first-level support** for Ministry of Business, Innovation and Employment - documenting each call verifying customer information and including all troubleshooting steps.
- **Researched, resolved, and responded** to questions received via -telephone calls, emails, and call-backs in a timely manner, escalate problems to appropriate individuals.
- **Assisted in the resolution** of user and support issues among company sites to ensure timely distribution of knowledge and positive impact on user satisfaction.

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**Education**

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**Dev Academy Aotearoa**

**Auckland, New Zealand**  
**Sep 2024 - Dec 2024**

**VICTORIA UNIVERSITY OF WELLINGTON**

Bachelor of Arts, History, International Relations, Political Science

**Wellington, New Zealand**  
**Feb 2017 - Jan 2020**

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**Skills**

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- **Proven leadership** experience managing teams and driving team performance.
- Substantial experience in **complex process analysis and process improvement**, specifically in CRM/ERP regulatory for local government councils.
- **Strong problem-solving skills**, and an ability to grasp abstract concepts and complex problems to further develop and build on organisational regulatory frameworks.
- Ability to facilitate and **deliver group training** from experience delivering training to both clients and colleagues on best practices and new processes.
- Versatile experience within the **software development cycle** through the **end-to-end delivery** of features.

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**Additional Courses**

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**Skillsoft:**

- Agile for Software Development: Lean, Agile, & Scrum Methodologies
- Agile Software Development: Agile Development Life Cycle
- Agile Organizations: DevOps & Agile

**References available upon request**