

# EDWARD JAMES HAYES

Junior Software Developer

Creative professional with four year history of success in technical support seeking continued growth in software development. Reputation for evidence-based decision making, analytical vision, and accountability. Passionate about software industry and excited about educational opportunities.

## CONTACT



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/edward-hayes

## SKILLS

### Programming

Python, Golang, Tkinter, Pandas, Selenium, BeautifulSoup, Appium

### Web Development

HTML/CSS, JS, Flask, Jinja, Bootstrap

### Database Skills

SQL, looker, redash

### Tools

Command Line, Jira, Confluence, VS Code, ZenDesk, Salesforce, Sheets

## EDUCATION

### University of Wisconsin

#### Class of 2012

Bachelor of Science

Majors in Physics, Astronomy & Mathematics

## SOFTWARE PROJECTS

### FitBit Versa Clock Apps

Javascript, SVG/CSS - Personal clock with time, heart rate, steps, calories, date & week day

### ZenDesk <> Jira Bulk Link Tool

Python, Selenium - Iterates through list of ZenDesk tickets and links them to their respective Jira ticket

### QuickBooks Push Shift Tool

Python, Selenium - Automates a common and very click-heavy browser task. Saves support hours per request, extends what support was previously able to offer, and prevents data loss

### DeDupe Customers in Bulk

Python, Selenium, Tkinter - Extends an existing register feature for merging customer records. Unlocks Support's ability to assist retailers with large number of customer records

### VendCli

Golang - Submitted bug fixes and added functionality to popular cli support tool. Updated libraries, added commands, improved distribution path, honored feature requests

## EMPLOYMENT HISTORY

Lightspeed Commerce Inc

### Manager, Support Escalations

Jan 2022 - Present

- Lead team of 11 technical escalation support agents: taught Jira ticket submission, improved ZenDesk macros, hosted trainings in sql, new relic, vlookup, to unify level of knowledge amongst escalation agents. Reduced open escalation queue
- Advocated for improved feature request/product enhancement workflow, advocated for improved outage response process, improved escalation process
- Contributed massively towards growth of internal documentation - improved overall support knowledge, reduced volume of escalations
- Wrote multiple one-off python scripts to fix specific behavior

### Tech Lead

Nov 2020 - Jan 2022

- Submitted 300+ replicatable bug tickets
- Ensured support readiness for multiple product releases - wrote internal and external articles, how-tos, hosted trained sessions, organized customer feedback to development
- Created SQL Manual of common commands to query register database, crash logs, aws event db
- Wrote Selenium scripts to test and replicate BackOffice bugs

### Senior Technical Support Specialist

Mar 2020 - Nov 2020

- Responsible for training and delegating duties to Technical Support Specialists
- Reduced time-to-resolution on common escalations

### Customer Care Advisor, QA & Beta Hybrid

Aug 2019 - Mar 2020

- Wrote Google Sheets Apps Scripts for common support sheets tasks: load templates, find duplicates in columns, and convert item types

### Customer Care Advisor

Jan 2019 - Aug 2019

- Won yearly competition in CSTAT, product knowledge, and up-sells