





EDWARD JAMES HAYES

SOFTWARE DEVELOPER

CONTACT

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-  github.com/edward-hayes

LANGUAGES

Python

Golang

Swift

Javascript

EDUCATION

University of Wisconsin

Bachelor of Science

Class of 2012

Majors:

- Physics
- Astronomy
- Math

COURSES

iOS & Swift - Complete App Development

Dr. Angela Yu - Udemy

100 Days of Code: Complete Python Pro Bootcamp

Dr. Angela Yu - Udemy

SQL & PostgreSQL - Developers Guide

Stephen Grinder - Udemy

Building Modern Web Applications With Go

Trevor Sawler - Udemy

Complete Web Development Bootcamp

Dr. Angela Yu - Udemy

PROFILE

Self-taught and independently driven professional that thrives in dynamic and innovative environments. Committed to continuous improvement and meticulous attention to detail, which have garnered outstanding reviews from supervisors and earned frequent promotions. Eager to embark on a career in software development, a passion that has not only been a career pursuit but also a longstanding avocation. Fluidly transitions between individual contributor and lead roles and would be a valuable addition to any team or project

WORK EXPERIENCE

Manager, Support Escalations

Lightspeed Commerce Inc

Jan 2022 -

- Established and currently manage a team of 15 technical escalation support agents, building the team from inception to its current structure.
- Initiated and implemented a robust bug tracking and prioritization process, transitioning from informal communication through Slack to a systematic approach using Jira. This system paired with weekly prioritization meetings with Product resulted in doubling the amount of resolved issues year-over-year
- Pioneered the development of internal documentation using confluence, fostering the creation of hundreds of articles that significantly enhanced overall support knowledge.
- Developed multiple one-off Python and Golang scripts to address specific behavioral issues, enabling solutions to problems that were previously considered insurmountable for retailers. Examples include deduplicating a database of 130K records, rectifying and syncing 500 errored sales into sales history, and constructing custom CSV exports for high Monthly Recurring Revenue (MRR) retailers. These interventions expanded the range of support services provided and increased customer satisfaction.
- Took over maintenance of several support tools that had been neglected for years. Substantially revitalized and updated these tools, including a command line tool for interacting with the REST API, a Chrome web browser extension, and a login/debug path on the iOS register, performing bug fixes and adding functionality. Additionally, held trainings on how to maintain them by teaching programming skills to team members, fostering their career development and guaranteeing the sustained maintenance of the tools

Tech Lead

Lightspeed Commerce Inc

Nov 2020- Jan 2022

- Submitted the most amount of Jira bug tickets from anyone in Support (300+)
- Prepared Support teams for multiple product releases by creating internal and external articles, how-to guides, and hosting training sessions.
- Organized and compiled customer feedback for effective communication to development. Notably for the company's pivot to ecommerce offerings during covid, in which we saw over 500 sign ups per day.
- Compiled an SQL Manual of common commands to query the register database, crash logs, and AWS event database.
- Wrote Selenium scripts to test and replicate BackOffice bugs

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EXPERTISE

- Programming**
Python, Golang, Swift, Tkinter, Pandas, Selenium, BeautifulSoup, Appium
- Web Development**
HTML/CSS, JavaScript, Flask, Jinja, Bootstrap
- Database Skills**
SQL, BiqQuery, Looker, Redash
- Tools**
Command Line, Jira, Confluence, GitHub, VS Code, ZenDesk, Salesforce

PROJECTS

VendCli

Golang

Description:

Vendcli is a command-line tool, crafted in Golang, designed to seamlessly interact with the Vend REST API. Upon my assumption of the project's maintenance, the tool was widely utilized but plagued with numerous bugs and frequent breakdowns. Having been neglected for over two years, it became a source of frustration within the team.

My Contributions:

Overhauled much of the codebase, refactoring and rewriting a very significant portion of the code. Presently, my contributions rivals the original developer in both commits and lines of code. Additions included several new features as well as numerous bug fixes and error handling. The tool is now more reliable, efficient, and user-friendly than ever before.

iOS App Token Login

Swift

Description:

This project introduces an alternative login method for accessing the Vend iOS register. Traditionally, troubleshooting the register required Support to obtain login credentials from retailers, leading to delays and occasional discomfort in sharing passwords in plaintext. Some retailers were also hesitant to create a user account.

My Contributions:

To streamline troubleshooting and enhance security, I implemented a pathway in the register enabling users to log in using a personal token. Now, with simulator usage or universal control, users can efficiently generate a token in the Backend and input it directly into the register, significantly reducing troubleshooting time and improving security.

In order to implement this, I thoroughly studied the app's architecture and authentication process. My addition utilizes the MVC design pattern and showcases many idiosyncratic swift features such as protocols and delegates.

Retailer Issues

Python

Description:

Developed multiple one-off Python scripts to address specific behavioral issues, enabling solutions to problems that were previously considered insurmountable for retailers.

My Contributions:

Examples include deduplicating a database of 130K records, rectifying and syncing 500 errored sales into sales history, retroactively modifying posted sales so the correct salesperson was attributed, and adjusting the sales tax label used on a number of sales so that they correctly show on a retailer's tax report. These interventions expanded the range of support services provided and positively impacted customer satisfaction.