Edward Smart

Technical support specialist with over 3 years of technical support and consulting experience, 2 years of software development experience, and a self-driven passion for UNIX-based systems and automation.

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WORK EXPERIENCE

Blackbook.ai

Software Engineer   Jan 2022 - Sep 2023

- Engineered a custom data seeding module for in-memory EF Migrations, reducing migration times from over 30 minutes to under 3 minutes, significantly enhancing developer productivity
- Developed an automated tool to convert CSV data into migration scripts, streamlining a previously manual upload process and cutting execution time from 40 minutes to approximately 5 minutes
- Revitalized a non-functional legacy system data retrieval process by implementing an optimized SQL script, enabling complete data updates within a 5-minute window, down from exceeding the cron job interval
- Contributed to full stack development using Vue.js and .NET Core, actively participating in Agile processes, code reviews, and maintaining high test coverage

Smarte

Support Technician, QA Tester and Junior Software Engineer   Apr 2020 – Jul 2021

- Provided Level 2/3 technical support for in-house developed software, troubleshooting complex issues and ensuring high system reliability
- Managed IT infrastructure, including network configuration and email administration, building expertise in system inter-connectivity and security
- General IT support, developing strong problem-solving and customer service skills
- Conducted QA testing, developing a keen eye for identifying and resolving potential system failures and performance bottlenecks

Oracle Cerner

Technical Solution Analyst   Mar. 2018 – Jun. 2019

- Provided Level 2/3 technical support for in-house developed software, troubleshooting complex issues and ensuring high system reliability
- Implemented new features for an IoT sports lighting solution using Python
- Conducted QA testing, developing a keen eye for identifying and resolving potential system failures and performance bottlenecks
- Managed IT infrastructure, including network configuration and email administration, building expertise in system inter-connectivity and security

Senior Associate Consultant   Apr. 2016 – Mar. 2018

- Delivered ongoing operational support for critical Pharmacy and Surgery solutions, ensuring continuous availability and optimal performance
- Resolved complex Level 2 Technical Support issues, minimizing system downtime and enhancing user experience

EDUCATION

University Of Queensland

Master's of Information Technology   Jan. 2020 - Dec. 2021

University Of Sydney

Bachelor of Liberal Arts and Science (Neuroscience)   Jan. 2012 - Dec. 2015

SKILLS

- UNIX, Bash
- Cloud Computing and Networking
- Microsoft 365
- Customer Service and Communication