# Jack Crawford

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## PROFILE

I bring over 10 years of experience in account management, where problem-solving and tackling complex challenges became second nature. My passion for technology led me to complete **Dev Academy's Software Development Bootcamp**, where I built a hands-on understanding of modern web development.

Now at **Paystation (Trade Me)**, I work directly with **APIs and payment integrations**, gaining practical experience in API development, authentication, and e-commerce platforms. I'm expanding my knowledge of **technical problem-solving** while bridging the gap between business needs and technical solutions. With experience in both customer-facing roles and development, I thrive in positions that require both **technical expertise and a user-focused approach**.

## TECHNICAL SKILLS

Frontend: React, TypeScript, Tailwind CSS, Vite
Backend: Node.js, Express, PostgreSQL, MongoDB
APIs & Authentication: REST APIs, OAuth2, JWT
Tools & Development: Git, GitLab, GitHub, Agile

## CURRENT PROJECTS

**Payment & Subscription** (in development) - <u>view demo</u>
A full-stack web app for managing user subscriptions and processing payments via the Paystation OAuth and Hosted Purchases API. Users can sign up, log in, and manage their subscriptions.

**Tech Stack:** React, TypeScript, Node.js, MongoDB, Tailwind CSS, Express, JWT, Axios.

**Hiking App** - <u>view demo</u>
A web app designed for hikers to share and access trail information, integrating DOC and LINZ APIs with geoJSON mapping.

**Tech Stack:** React, TypeScript, Node.js, PostgreSQL, Tailwind CSS, Axios, TilerMaps, GoogleMaps.

## EXPERIENCE

**Trade Me**; Wellington, NZ

Technical Integrations Specialist,  Sep 2024 - Present

- Support merchants with integrating **Paystation's API.**
- Provide **technical guidance** on API implementations, troubleshooting integration issues.
- Collaborate with **product and engineering teams** to enhance e-commerce solutions.
- Improve **documentation and developer resources** for merchants.

Account Manager,  Oct 2020 - Dec 2023

- Managed **advertising and recruitment strategies** for high-profile businesses, enhancing client engagement and outcomes.
- Worked with Trade Me **Analytics, Product, and Engineering teams** on various projects, including collaborating on the integration of the new **Trade Me Jobs API** with external partners.

**Lead Chat**; Melbourne, AUS

Account Manager, Nov 2016 - Dec 2019

- Effectively managed clients across multiple time zones including the **US and UK**.
- Ensured service delivery met **client expectations** and worked to optimise leads.
- Met new business targets through **successful prospecting, pipeline management, and sales cycle management.**

**Smudge**; Melbourne, AUS

Digital Sales Manager, Jun 2016 - Dec 2016

- **Launched display advertising** as a new product, expanding revenue streams.
- Partnered with leading Australian brands for integrated **digital and print campaigns**.
- **Optimised site traffic** and engaged in collaboration with SEO specialists.

**Zomato**; Melbourne, AUS

Key Accounts Manager,  Jan 2015 - Jun 2016

- First sales hire in Australia, **exceeding sales targets** in a startup environment.
- **Recruited, trained**, and mentored a high-performing sales team.
- Planned and led **on-site marketing events** to boost client exposure.

**EDUCATION**

**Dev Academy Aotearoa**; Wellington, NZ

NZQA Level 6 Certificate in Applied Software Development, Jan 2024 - May 2024

- Completed 700+ hours of hands-on coding in JavaScript, TypeScript, React.
- Built full-stack applications, gaining expertise in frontend, backend, and database development.
- Worked in agile, team-based environments, focusing on collaboration, problem-solving, and rapid iteration.

**REFERENCES**

Available on request.