

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 - [\[view demo\]](#)

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 - [\[view demo\]](#)

A full-stack web app for outdoor enthusiasts 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 **engineering teams** to trouble-shoot and improve outcomes.
- Improve **documentation and developer resources** for merchants.

Account Manager, Oct 2020 - Dec 2023

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

Lead Chat; Melbourne, AUS

Account Manager, Nov 2016 - Dec 2019

- Managed clients across multiple time zones including the **US and UK**.
- Ensured service delivery met **client expectations** and worked to optimise leads.
- Met targets through **successful prospecting, pipeline 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 **digital and print campaigns**.
- **Optimised site traffic** and collaborated 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.