

John Harvey
Bachelor's of Applied Science, Engineering Physics
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Summary

I am a graduate of UBC's Engineering Physics program interested in a career in software development/engineering. I'm passionate about effective communication, both with clients and internally, and documentation of processes. I'm interested in automation and the open-source rapid prototyping (3D printers, CNC mills) community.

Work Experience

Track Visual Effects **April 2019 – present** **Pipeline Technical Director**

- Wrote and supported tools automating common tasks for an ~10person visual effects team, integrating database and network management.
- Troubleshoot artist problems with tools and computers, including issues with software licensing, Linux, and Teradici remote workstations.
- Maintained, created, and updated documentation for any tools created as well as technical aspects of artist workflow.
- Coordinated with software vendors to clarify processes and address artist/management needs in a timely and effective manner.

Shaw Communications **Aug 2017 – Feb 2018, Nov 2018 – Feb 2019** **eCare Technical Support Representative**

- Provided technical support for TV and internet over chat and phone, achieving a customer satisfaction rate of 93% and an average conversation time of 13 minutes.
- Troubleshoot issues including but not limited to third-party email clients, internet connectivity on desktop/laptop computers, phones, tablets, and smart devices, modem/router setup, PVR usage, as well as customer education as to device features.
- Wrote and maintained tickets detailing key points of issues for internal review and customer follow-up, escalating issues to the appropriate team when necessary.
- Consistently delivered quick service, having the fastest chat time in the department on multiple occasions, by combining a deep knowledge of internal documentation and a friendly tone which kept customers focused on a solution.

UBC Dairy Education and Research Centre **May 2015 – Aug 2015** **Undergraduate Researcher**

- Assessed the feasibility of automating toilet training in dairy cows using several techniques, including audio analysis and computer vision, given that research had shown that cows could be toilet trained.
- Wrote and documented software (C++ with OpenCV) to track multiple animals in real time within an enclosed area, given low-resolution security camera footage.
- Designed, sourced parts for, and constructed a video-capture device incorporating visible-spectrum and thermal cameras which streamed footage over an internet connection.
- Continued as capstone then personal project, September 2015-August 2016.

Skills

- Programming languages: Python, C++, Java, C, MATLAB, Arduino, VHDL.
- Software: Visual Studio, Eclipse, Git/Github, SolidWorks, AutoCAD.
- Electronics: oscilloscopes, function generators, multimeters, power supplies, breadboarding/prototyping, soldering.

Technical Projects

Team Captain, UBC Rapid

September 2012-April 2017

- Vetted and managed projects, coordinated with project leads, provided support/budget, and communicated with university administration.
- Wrote funding proposals, managed team budget and resources (~\$4500/year), and publicised team's progress and services offered.
- Sourced, built, calibrated, and improved open-source 3D printers, filament extruders, and 3D scanners.
- Worked on projects – retrofitting a medical pick-and-place machine into a CNC mill, building 3D printers, pellet-to-filament extruders, and 3D scanners.
- Oversaw transition to a new, larger space previously used as storage, outfitted the room as a lab/workshop, and imposed organization on a space frequented by 20+ people working on many projects.

Education

Bachelor of Applied Science

September 2011-May 2018

Engineering Physics, Electrical Option
University of British Columbia

Credits earned: 214, Cumulative Average: 75%