Eddie JR Rafols

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EDUCATION

University of Alberta, Edmonton, Alberta   October 2006
Master of Science in Computing Science

Queen's University, Kingston, Ontario   April 2004
Bachelor of Computing Honours, graduated with distinction

COMPUTER & TECHNICAL KNOWLEDGE

- Programming Languages, Frameworks & Technologies: C#, ASP.NET MVC, JavaScript, jQuery, Backbone.js, Twitter Bootstrap, HTML, AJAX, CSS, XML, RESTful APIs, Java, Python
- Database software and concepts: Relational Databases, Entity-Relationship (ER) diagrams, SQL, Microsoft SQL Server, Process Historians (ODH, PHD, PI, IP21)
- Other Software & Technologies: Microsoft Azure, Visual Studio 2008/2010/2012/2013, Github, Internet Information Services (IIS)
- Experience with all stages of the software development life cycle, experience with continuous deployment
- Groups: Exchange.js (Edmonton Javascript meetup group), Edmonton Microsoft .NET User Group
- Proven ability to quickly learn new software packages

EXPERIENCE

Software Developer/Product Manager, Repree, Edmonton, AB   March 2012 -
Repree is a web application for real estate agents and brokers that provides a   Present
secure, online solution for transaction management.

- Designed, coded, tested, and deployed several main product features, notably: user billing, broker integration, trade record management, team management, team dashboard, transaction dashboard
- Involved in decisions about product direction, product design and user acquisition
- Active participant in the interview and hiring process
- Researched and coded interactions with multiple 3rd party APIs (SendGrid, Beanstram, MailChimp, Mandrill, LoneWOLF, Kissmetrics)

Application Trainer, Ministry of Innovation and Advanced Education –   March 2013 -
Government of Alberta, Edmonton, AB   Present

- Deliver in-person and remote training sessions on commonly-used office productivity software (Microsoft Office, SharePoint, etc.) and internally-developed applications
- Assess training needs then create custom training documentation and videos for internal and external stakeholders
- Key participant in the redesign of the Training Services website. Involved with the ongoing administration and maintenance of the site

Associate Technician, Advanced Solutions, Honeywell, Edmonton, AB
Honeywell Advanced Solutions is the world's largest provider of advanced software and consulting services to process industries.

November 2011 –
February 2013

- Responsible for the configuration and deployment of the Mobile Equipment Monitoring (MEM) software solution
- Assisted with MEM user training and troubleshooting
- Developed internal guides and how-to documentation for software configuration and deployment
- Self-directed learning on a large breadth of the Advanced Solutions software portfolio as well as on other Honeywell and 3rd party products

Functional Analyst, NorQuest College, Edmonton, AB
NorQuest College is a community college that specializes in academic upgrading and health careers

September 2010 –
November 2011

- Main job duties include the configuration of, training on and troubleshooting of PeopleSoft Campus Solutions
- Led the Lerner Enrollment Reporting System (LERS) government reporting project
- Responsible for functional design and testing of the interface between PeopleSoft and the Alberta Post-Secondary Application System (APAS)
- Led a successful pilot implementation of student online enrollment

Software Trainer, The Active Network, Burnaby, BC
The Active Network is a leading technology and marketing company that delivers software solutions for many participatory activities.

June 2007 –
August 2010

- Extensive software deployment and user training experience (over 180 successful implementations)
- Created user manuals, implementation guides, and technical documents
- Involved with product development meetings (bug report triage, feature request reporting, gap analysis)
- Volunteered on the Business Process Improvement team
- Self-directed learning of three complex software packages (*Jencess*, *GEN*, and *Class*)

CONTINUING EDUCATION

- Government of Alberta Management Development Program (University of Alberta):
  - o Public Communication and Consultation (March 2015)
  - o Accountability in Action (November 2014)
  - o The Fundamentals of Managing Projects (March 2014)
  - o Enhancing Leadership Skills (September 2013)
- Crucial Conversations Certified Trainer Workshop – LeadershipSmarts, March 2014
- Crucial Conversations Workshop – LeadershipSmarts, February 2014
- Essentials of Business Analysis – Villanova University, March 2009

REFERENCES

Available upon request.