Andrew Milner
Montreal, QC
514-575-4176
milnera92@gmail.com

andrewmilner.ca | github.com/milnera92 | linkedin.com/in/milnera

EDUCATION

Concordia University   Dec 2022
Diploma in Full Stack Web Development

Nova Scotia Community College   June 2016
Diploma in Information Technology

Saint Mary's University   June 2014
Bachelor of Commerce

PROFESSIONAL EXPERIENCE

Autodesk   Mar 2023 - Nov 2023
Product Support Specialist IV
- Spearheaded technical support for Autodesk's VR products, The Wild and Prospect, leveraging a deep understanding of code architecture
- Performed regular code reviews on code repositories, suggesting and implementing necessary fixes to improve software quality
- Engineered a critical JavaScript enhancement to the user confirmation page, improving the interface and experience
- Demonstrated exceptional problem-solving and communication skills by resolving a backlog of over 300 support tickets within the first week
- Worked closely with Software QA teams, aiding in the identification and troubleshooting of software bugs, contributing to overall software development and improvement

Additional Responsibilities as a Software Developer   July 2023 - Aug 2023

- Solely developed The Wild's plugin for Revit 2024, utilizing C# and .NET framework
- Led the development of Prospect's plugins for Revit and Navisworks 2024, further improving the software's capabilities
- Updated Prospect's installer, allowing for seamless integration of new plugins during program installation
- Showcased strong project and time management skills by completing the plugin project ahead of schedule
- Overcame technical challenges related to deprecated methods in Revit API and limited Navisworks API documentation, showing a strong ability to problem-solve
- Utilized advanced scripting in PowerShell and Batch to automate and optimize development tasks

EVO Payments   Feb 2021 - May 2022
Manager, Warranty & Tier 2 Tech Support
- Designed and implemented an app to track software licenses using SQL, VBA, and PowerShell scripting, saving over $100,000 per month in tracking and terminating unused licenses
- Reduced warranty replacement turn-around time from 6 days to 48 hours within the first month of starting the position
- Eliminated a consistent warranty backlog of ~150 units per day, resulting in zero backlogged units per day on average
- Automated certain tasks in Excel using VBA coding

MindGeek   Aug 2020 - Jan 2021
Tech Support for Online Game
- Performed basic CRUD actions, such as resetting passwords, editing player currency, changing names, and editing player stats and inventory
- Verified bug reports from users and helped recover stolen/hacked accounts
- Developed a strong knowledge of payment processing back-end to locate fraudulent charges
- Utilized multiple CMS platforms for the multitude of games supported

SuWu   April 2019- Feb 2020
Executive Sous-Chef
- Managed a team of 8 line cooks in a restaurant for evening service 6 days a week, responsible for inventory, ordering, sales tracking, staff training, catering events, and new menu development
- Successfully worked with local media and influencers to increase the restaurant's profile and bring in new customers

Nuvei Technologies   Feb 2018 - March 2019
E-Commerce & POS Tech Support
- Assisted business owners with customer service and tech support inquiries related to their card reader, POS, and e-commerce
- Tested the latest software and hardware in the card processing industry before widespread launch
- Trained in the company's first wave of e-commerce integration support, assisted new e-commerce merchants as an ambassador for the new service

PROFESSIONAL SKILLS

- **Languages:** JavaScript, C#, SQL, CSS, HTML, and PHP
- **Libraries and Frameworks:** .Net, React.js, Express.js, and Node.js
- **Databases:** MongoDB, MySQL, and PostgreSQL
- **Development tools:** Git, API Clients (Postman, Insomnia), and Visual Studio
- **Deployment and Hosting:** AWS, Vercel, Docker, and Buildkite