

Andrew Milner
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EDUCATION

Concordia University <i>Diploma in Full Stack Web Development</i>	Dec 2022
Nova Scotia Community College <i>Diploma in Information Technology</i>	June 2016
Saint Mary’s University <i>Bachelor of Commerce</i>	June 2014

PROFESSIONAL EXPERIENCE

EVO Payments <i>Manager, Warranty & Tier 2 Tech Support</i> <ul style="list-style-type: none">Designed an app to track software licenses, saving over \$100,000 per month in tracking & terminating unused licenses. Written using SQL, VBA and Powershell scripting in collaboration with Database Management Team in PolandReduced warranty replacement turn-around time from 6 days to 48 hours within the first months of starting the positionReduced consistent warranty backlog of ~150 units per day to zero backlogged units per day on averageBasic VBA coding used to automate some tasks in Excel	Feb 2021 - May 2022
MindGeek <i>Tech Support for Online Game</i> <ul style="list-style-type: none">Performed basic CRUD actions with a GUI such as resetting passwords, editing player currency, changing names, and editing player stats and inventoryVerified bug reports from users and helped recover stolen/hacked accountsStrong knowledge of payment processing back-end to locate fraudulent chargesUse of multiple CMS platforms for the multitude of games supported	Aug 2020 - Jan 2021
SuWu <i>Executive Sous-Chef</i> <ul style="list-style-type: none">Managed 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. Worked closely with local media & influencers	April 2019- Feb 2020
Nuvei Technologies <i>E-Commerce & POS Tech Support</i> <ul style="list-style-type: none">Assisted business owners with customer service and tech support inquiries related to their card reader, POS, and e-commerceTested the latest software and hardware in the card processing industry before widespread launchTrained in the company's first wave of e-commerce integration support, assisted new e-commerce merchants as an ambassador for the new service	Feb 2018 - March 2019

SOFTWARE PROJECTS

Encore - encore-project.onrender.com <ul style="list-style-type: none">Full stack MERN app for displaying concert setlists and videos from the crowdUtilized Node.js and Express.js for the backend; consumed music APIs and gathered live setlist data, Map APIs for location, etc.Utilized REST APIs to update information in real-time, displaying setlist songs, YouTube videos of the show, and locationIncorporated Autho for user login, providing the ability to save favorite setlists in a MongoDB databaseStyled using Styled Components, demonstrating an understanding of CSS fundamentals	Dec 2022 - Jan 2023
NordTech - nordtech-project.onrender.com <ul style="list-style-type: none">Utilized Agile methodology and Scrum to build a full-stack e-commerce storeConstructed the backend using Node.js and Express.js, contributed to frontend using ReactWrote custom APIs to query MongoDB and pull inventory information	Nov 2022

PROFESSIONAL SKILLS

- Languages:** JavaScript, TypeScript, CSS, HTML
- Libraries and Frameworks:** React.js, Express.js, Node.js, Bootstrap, Tailwind, Axios
- Databases:** MongoDB, MySQL
- Web Development:** REST APIs, JSON, DOM Manipulation, Dev Tools / Debugging
- Development tools:** Git, Linux, CLI / Bash, API Clients (Postman, Insomnia)
- Deployment and Hosting:** DNS, Vercel/Heroku, Docker, CI/CD