

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

PROFESSIONAL EXPERIENCE	
<div>EVO Payments</div> <div>Manager, Warranty &amp; Tier 2 Tech Support</div> <div><ul style="list-style-type: none"><li>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</li><li>Reduced warranty replacement turn-around time from 6 days to 48 hours within the first month of starting the position</li><li>Eliminated a consistent warranty backlog of ~150 units per day, resulting in zero backlogged units per day on average</li><li>Automated certain tasks in Excel using VBA coding</li></ul></div>	Feb 2021 - May 2022
<div>MindGeek</div> <div>Tech Support for Online Game</div> <div><ul style="list-style-type: none"><li>Performed basic CRUD actions, such as resetting passwords, editing player currency, changing names, and editing player stats and inventory</li><li>Verified bug reports from users and helped recover stolen/hacked accounts</li><li>Developed a strong knowledge of payment processing back-end to locate fraudulent charges</li><li>Utilized multiple CMS platforms for the multitude of games supported</li></ul></div>	Aug 2020 - Jan 2021
<div>SuWu</div> <div>Executive Sous-Chef</div> <div><ul style="list-style-type: none"><li>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</li><li>Successfully worked with local media and influencers to increase the restaurant's profile and bring in new customers</li></ul></div>	April 2019- Feb 2020
<div>Nuvei Technologies</div> <div>E-Commerce &amp; POS Tech Support</div> <div><ul style="list-style-type: none"><li>Assisted business owners with customer service and tech support inquiries related to their card reader, POS, and e-commerce</li><li>Tested the latest software and hardware in the card processing industry before widespread launch</li><li>Trained in the company's first wave of e-commerce integration support, assisted new e-commerce merchants as an ambassador for the new service</li></ul></div>	Feb 2018 - March 2019

SOFTWARE PROJECTS	
<div>Merchant Transaction Portal - <a href="https://merchant-viewer.onrender.com">merchant-viewer.onrender.com</a></div> <div><ul style="list-style-type: none"><li>Developed a Merchant Portal using React for the frontend, PHP for the backend server, and a MySQL database hosted on AWS.</li><li>Designed a RESTful API using PHP to handle requests from the frontend and view data from the MySQL database.</li><li>Hosted PHP server on Heroku, React frontend hosted on Render. Database seeded via MySQL Workbench.</li></ul></div>	March 2023
<div>JSON Web Token - <a href="https://token-crud-test.onrender.com">token-crud-test.onrender.com</a></div> <div><ul style="list-style-type: none"><li>JSON Web Token Authentication service written in Node.js and hosted on Render.com</li><li>Provides different user permissions that can be used to manipulate a PostgreSQL Database hosted on ElephantSQL</li><li>Database seeded with test data. The auth server is publicly accessible and can be used in real time to test the database</li></ul></div>	Feb 2023
<div>Encore - <a href="https://encore-project.onrender.com">encore-project.onrender.com</a></div> <div><ul style="list-style-type: none"><li>Full Stack MERN app for displaying concert setlists and crowd-sourced videos from live events</li><li>Utilized Node.js and Express.js for the backend to consume music APIs and gather live setlist data, Map APIs for location, etc.</li><li>Utilized REST APIs to update information in real-time, displaying setlist songs and YouTube videos of the show</li><li>Incorporated Auth0 for user login, providing the ability to save favorite setlists in a MongoDB database</li><li>Styled using Styled Components, demonstrating an understanding of CSS fundamentals</li></ul></div>	Dec 2022 - Jan 2023
<div>NordTech - <a href="https://nordtech-project.onrender.com">nordtech-project.onrender.com</a></div> <div><ul style="list-style-type: none"><li>Constructed the backend using Node.js and Express.js, contributed to the frontend using React</li><li>Wrote custom APIs to query MongoDB and pull inventory information</li></ul></div>	Nov 2022

PROFESSIONAL SKILLS	
<div><ul style="list-style-type: none"><li><b>Languages:</b> JavaScript, PHP, SQL, CSS, HTML</li><li><b>Libraries and Frameworks:</b> React.js, Express.js, Node.js, Bootstrap, Tailwind, Axios</li><li><b>Databases:</b> MongoDB, MySQL, PostgreSQL</li><li><b>Web Development:</b> REST APIs, JSON, JWT / User Authentication</li><li><b>Development tools:</b> Git, Linux, API Clients (Postman, Insomnia), SQL Workbench</li><li><b>Deployment and Hosting:</b> AWS, DNS, Vercel, Docker, ElephantSQL</li></ul></div>	