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EDUCATION

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

PROFESSIONAL EXPERIENCE

<b>EVO Payments</b> <i>Manager, Warranty &amp; Tier 2 Tech Support</i> <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>	Feb 2021 - May 2022
<b>MindGeek</b> <i>Tech Support for Online Game</i> <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>	Aug 2020 - Jan 2021
<b>SuWu</b> <i>Executive Sous-Chef</i> <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>	April 2019- Feb 2020
<b>Nuvei Technologies</b> <i>E-Commerce &amp; POS Tech Support</i> <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>	Feb 2018 - March 2019

SOFTWARE PROJECTS

<b>Encore</b> - <a href="http://encore-project.onrender.com">encore-project.onrender.com</a> <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>	Dec 2022 - Jan 2023
<b>NordTech</b> - <a href="http://nordtech-project.onrender.com">nordtech-project.onrender.com</a> <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>	Nov 2022

PROFESSIONAL SKILLS

- Languages:** JavaScript, SQL, CSS, HTML
- Libraries and Frameworks:** React.js, Express.js, Node.js, Bootstrap, Tailwind, Axios
- Databases:** MongoDB, MySQL, PostgresQL
- Web Development:** REST APIs, JSON, JWT / User Authentication
- Development tools:** Git, Linux, API Clients (Postman, Insomnia)
- Deployment and Hosting:** DNS, Vercel, Docker, ElephantSQL