

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>Autodesk</div> <div>Product Support Specialist IV</div> <ul style="list-style-type: none">Spearheaded technical support for Autodesk's VR products, The Wild and Prospect, leveraging a deep understanding of code architecturePerformed regular code reviews on the software repositories, suggesting and implementing necessary fixes to improve software qualityEngineered a critical JavaScript enhancement to the user confirmation page, improving the user interface and experienceDemonstrated exceptional problem-solving and communication skills by resolving a backlog of over 300 support tickets within the first weekWorked closely with Software QA teams, aiding in the identification and troubleshooting of software bugs, contributing to the overall software improvement.	Mar 2023 - Nov 2023
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<div>Additional Responsibilities as a Software Developer</div> <ul style="list-style-type: none">Solely developed The Wild's plugin for Revit 2024, utilizing C# and .NET frameworkLed the development of Prospect's plugins for Revit and Navisworks 2024, further improving the software's capabilitiesUpdated Prospect's installer, allowing for seamless integration of new plugins during program installationShowcased strong project and time management skills by completing the plugin project ahead of scheduleOvercame 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	July 2021 - Aug 2022
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<div>EVO Payments</div> <div>Manager, Warranty & Tier 2 Tech Support</div> <ul style="list-style-type: none">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 licensesReduced warranty replacement turn-around time from 6 days to 48 hours within the first month of starting the positionEliminated a consistent warranty backlog of ~150 units per day, resulting in zero backlogged units per day on averageAutomated certain tasks in Excel using VBA coding	Feb 2021 - May 2022
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<div>MindGeek</div> <div>Tech Support for Online Game</div> <ul style="list-style-type: none">Performed basic CRUD actions, such as resetting passwords, editing player currency, changing names, and editing player stats and inventoryVerified bug reports from users and helped recover stolen/hacked accountsDeveloped a strong knowledge of payment processing back-end to locate fraudulent chargesUtilized multiple CMS platforms for the multitude of games supported	Aug 2020 - Jan 2021
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<div>SuWu</div> <div>Executive Sous-Chef</div> <ul style="list-style-type: none">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 developmentSuccessfully worked with local media and influencers to increase the restaurant's profile and bring in new customers	April 2019- Feb 2020
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<div>Nuvei Technologies</div> <div>E-Commerce & POS Tech Support</div> <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
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PROFESSIONAL SKILLS	
<ul style="list-style-type: none">Languages: JavaScript, C#, SQL, CSS, HTML, and PHPLibraries and Frameworks: .Net, React.js, Express.js, and Node.js,Databases: MongoDB, MySQL, and PostgreSQLDevelopment tools: Git, API Clients (Postman, Insomnia), and Visual StudioDeployment and Hosting: AWS, Vercel, Docker, and Buildkite	