Andrew Milner

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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

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

SOFTWARE PROJECTS

Podcast Shuffle- chaposhuffle.onrender.com   March 2023
- Constructed a Node.js server to send podcast episodes to a React front end.
- The custom API is queried and a random episode is played from the feed. There is a working refresh button.

Merchant Transaction Portal - merchant-viewer.onrender.com   March 2023
- Developed a Merchant Portal using React for the frontend, PHP for the backend server, and a MySQL database hosted on AWS.
- Designed a RESTful API using PHP to handle requests from the frontend and view data from the MySQL database.
- Hosted PHP server on Heroku, React frontend hosted on Render. Database seeded via MySQL Workbench.

JSON Web Token - token-crud-test.onrender.com   Feb 2023
- JSON Web Token Authentication service written in Node.js and hosted on Render.com
- Provides different user permissions that can be used to manipulate a PostgresSQL Database hosted on ElephantSQL
- Database seeded with test data. The auth server is publicly accessible and can be used in real time to test the database

Encore - encore-project.onrender.com   Dec 2022 - Jan 2023
- Full Stack MERN app for displaying concert setlists and crowd-soruced videos from live events
- Utilized Node.js and Express.js for the backend to consume music APIs and gather live setlist data, Map APIs for location, etc.
- Utilized REST APIs to update information in real-time, displaying setlist songs and YouTube videos of the show
- Incorporated Auth0 for user login, providing the ability to save favorite setlists in a MongoDB database
- Styled using Styled Components, demonstrating an understanding of CSS fundamentals

PROFESSIONAL SKILLS

- **Languages:** JavaScript, PHP, 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), SQL Workbench

- **Deployment and Hosting:** AWS, DNS, Vercel, Docker, ElephantSQL