

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> <div><ul style="list-style-type: none"><li>Spearheaded technical support for Autodesk's VR products, The Wild and Prospect, leveraging a deep understanding of code architecture</li><li>Performed regular code reviews on the software repositories, suggesting and implementing necessary fixes to improve software quality</li><li>Engineered a critical JavaScript enhancement to the user confirmation page, improving the user interface and experience</li><li>Demonstrated exceptional problem-solving and communication skills by resolving a backlog of over 300 support tickets within the first week</li><li>Worked closely with Software QA teams, aiding in the identification and troubleshooting of software bugs, contributing to the overall software improvement.</li></ul></div>	Mar 2023 - Nov 2023
<div>Additional Responsibilities as a Software Developer</div> <div><ul style="list-style-type: none"><li>As the sole developer, completed development of The Wild's plugin for Revit 2024, utilizing C# and .NET framework</li><li>Led the development of Prospect's plugins for Revit and Navisworks 2024, further improving the software's capabilities</li><li>Updated Prospect's installer, allowing for seamless integration of new plugins during program installation</li><li>Showcased strong project and time management skills by completing the plugin project ahead of schedule</li><li>Overcame technical challenges related to deprecated methods in Revit API and limited Navisworks API documentation, showing a strong ability to problem-solve.</li><li>Utilized advanced scripting in PowerShell and Batch to automate and optimize development tasks</li></ul></div>	July 2021 - Aug 2022
<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

PROFESSIONAL SKILLS	
<ul style="list-style-type: none"><li><b>Languages:</b> JavaScript, C#, SQL, CSS, HTML, and PHP</li><li><b>Libraries and Frameworks:</b> .Net, React.js, Express.js, and Node.js,</li><li><b>Databases:</b> MongoDB, MySQL, and PostgreSQL</li><li><b>Development tools:</b> Git, API Clients (Postman, Insomnia), and Visual Studio</li><li><b>Deployment and Hosting:</b> AWS, Vercel, Docker, and Buildkite</li></ul>	