nicholascannon1@gmail.com

(+61) 478-096-688

NICHOLAS CANNON
nicholascannon.com

GitHub: nicholascannon
LinkedIn: nicholascannon1

TECHNICAL SKILLS

- **Languages:** TypeScript, JavaScript, Go, Python, SQL, HTML, CSS, Java.
- **Other:** Node.js, React, Postgres, Docker, AWS, GitHub, Jira, Pulumi, OpenTelemetry, CI/CD.

EMPLOYMENT

Software Engineer　　　　　**Virtual Gaming Worlds (VGW)**　　　　　**December 2020 - Present**

- Saved Customer Service team between 5-25 hours a day by designing a Node.js microservice that generates PDF reports of purchase and prize histories, integrating this service with an existing back office tool.
- Increased product stability for Black Friday campaign by coordinating a team of engineers to execute a major RDS Aurora Postgres upgrade from instance size *12xlarge* to *16xlarge*.
- Mitigated legal risk by leading a team of engineers to deliver an Event Sourced Node.js service and React back office tool to allow high risk players to exclude themselves from accessing the product.
- Decreased operational and deployment risk of a legacy back office system by migrating AWS infrastructure to Pulumi infrastructure as code (IaC) and implementing a CI/CD process with Codefresh.
- Increased access to data for downstream teams by developing a Node.js service to extract data from Postgres, guaranteeing at least once delivery despite concurrent inserts.
- Improved back office tooling by designing a React.js application which integrates directly with microservices, leveraging the Material UI design system and Okta for authentication and authorisation.
- De-risked business by implementing a change to an existing microservice to automatically block and email ineligible users during the know your customer (KYC) process to comply with state laws.
- Increased customer satisfaction (CSAT) for user verification flow by integrating with a centralised document verification service and creating a self-serve verification frontend in React.js.

Junior Software Developer　　　　　**B2Me Australia**　　　　　**June 2019 – December 2020**

- Increased user retention by designing a timeline system that displays profile and status updates from other users on the platform, also enabling future product features to leverage this page.
- Improved mobile user experience by using React.js and Cordova to build a native iOS application, leveraging mobile push notifications for direct messaging and marketing content.

Customer Service　　　　　**Kmart Australia**　　　　　**October 2013 – June 2019**

- Team member for 5+ years in customer service, service desk and presentation.

PROJECTS

Event Sourced Ecommerce Backend

- A Event Sourced CQRS Node.js backend system for managing online orders.
- Uses Postgres as an event store and relational database to store events and read model projections.

Predicting Basketball Game Outcomes

- Used classical machine learning and deep learning methods with Python to predict basketball game outcomes for university thesis.

EDUCATION

- **B.Sc (Hons) in Computer Science and Software Engineering (Dec 2020)** - University of Western Australia
- **AWS Solutions Architect Associate (SAA-C02)**
- **AWS SysOps Administrator Associate (SOA-C02)**

ADDITIONAL EXPERIENCE AND AWARDS

- **VGW Techtonic Conference Speaker (2022):** Presented workshop on writing HTTP services in JavaScript, Go and Rust to 40 students and graduates.
- **UWA Machine Learning Award (2020):** Achieved highest grade of 94% in class CITS5508 Machine Learning.