Patrick J. Mahoney
Software Professional
Computer Science Enthusiast

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RECENT EXPERIENCE

Student

University of Waterloo, Waterloo Ontario, Sept 2012-Dec 2012

Contributing Programmer, Maintainer, Updater

FrTime and Racket Programming Languages, August 2012

- http://docs.racket-lang.org/frtime/index.html

- The FrTime language (an embedding of functional reactive programming (FRP) into a high level programming language) had previously been built atop the older MzScheme programming language.

- Forked and updated the FrTime language to be built atop the newer Racket programming language.

- My work on FrTime was merged within Racket 5.3.1-more information at http://blog.racket-lang.org/2012/11/racket-v531.html

- This work provided experience working with complex software abstractions (macros, higher-order functions, continuations) within a large software ecosystem.

- Provided experience working with preexisting code, and in performing necessary software maintenance tasks.

Technical Account Manager

Desire2learn Inc, Kitchener Ontario, June 2011-March 2012

- Worked with a select group of high-profile clients providing a paid premium service.

- Distinction of being the first individual in this role.

- Received D2L Superstar award co-nomination (with Tanya Chisholm and Chris Ripley) for work improving semester start up experience for a large post-secondary school consortium.

- Built client-company relationship as the client's primary contact within the Desire2Learn

Customer Support division.

- Provided interventions on the client's behalf from within the Customer Support division. Interventions ranged from strictly technical to introduction of new process and procedure.

- Interacted with Technical Services, Product Development, SaaS Operations divisions to provide prompt resolution to software, hardware issues and service disruptions.

- Advised clients with respect to implementation of new initiatives designed to improve user experience, mitigate persistent issues, and in planning and implementing software updates and problem hotfixes.

- Attained a deep understanding of problems and issues facing customers within the educational-tech sector, with a focus on university and post-secondary client issues.

- Provided on-call and after hours support to clients.

Tier 2 Technical Support Analyst

Desire2learn Inc, Kitchener Ontario, January 2011-June 2011

- Provided technical analysis and solutions to software and service problems, with a focus on problem resolution in a time-critical environment. Met SLAs and other service agreements.

- Developed small scripts and programs designed to resolve software issues, correct data, and provide solutions to technical problems.

- Gained experience working with the Microsoft enterprise software stack (IIS, MSSQL Server, .Net Framework).

- Experienced in database querying, updating data using SQL.

- Gained further experience troubleshooting and resolving complex software bugs and issues, addressing problems from the initial customer report to the application of the fix within the production environment.

- Worked productively with Technical Services, Account Management, Product Development, SaaS Operations divisions to provide prompt resolution to complicated product issues.

Information Architect – Technical Writer

IBM Software Group- Markham, Ontario, May 2009-July 2010

- Maintained and extended the bash Unix shell script responsible for generating technical documentation.

- Implemented improvements to the build process aimed at reducing manual intervention and completion time, and to allow team to implement multiple versions of product documentation simultaneously.

- Deployed and maintained a web application allowing for ongoing documentation review and collaboration between writers and developers.

- Served as technical liaison between technical writers and programmers tasked with implementing productivity tools.

- Wrote high quality technical documentation in compliance with internal quality directives

Technical Analyst

IBM-Cognos, Ottawa, Ontario, Sept - Dec 2008

- Interacted with system administrators to resolve technical issues with Business Intelligence software
- Troubleshot customer database queries in SQL
- Solved issues relating to database connectivity using ODBC, JDBC
- Interacted with systems experts in order to create solutions for customers
- Moved to high-priority Segment 2 team to assist more critical clients
- Obtained 'Outstanding' ranking

Technical Product Support Associate

Desire2Learn, Kitchener, Ontario, May 2007 – May 2008

- Performed technical support in a Tier I and Tier II capacity
- Assessed, diagnosed and corrected end-user technical issues(both over the phone and in-person) while using an enterprise level web application
- Dealt directly with system administrators at external organizations to identify and solve high-priority and emergency technical issues
- Managed the solution of multiple customer complaints from initial report to problem-solution stage

Computer Sales and Customer Service Associate

Staples Business Depot, Ancaster, Ontario, Dec/2004 – Sept/2005

- Provided the customer with quality advice regarding available computer solutions
- Acted as a customer-service associate helping customers purchasing computers and peripherals
- Assisted customers with resolving software and hardware difficulties at Staples Business Depot.
- Facilitated the presentation and displays of computer components at the store.

EDUCATION

Honours Bachelors of Psychology Coop at Waterloo University

- Relevant Courses: Computational Neuroscience Seminar, Research in Memory Seminar, Perception, Physiology of Behaviour, Neuropsychology, Philosophy of Math, Philosophy of Science, Foundations of Sequential Programs, Principles of Computer Science, Intro to Programming Principles, Data Analysis, Research Methods.
- Repeatedly attained Dean's Honours list status
- Interested primarily in neuroscience and cognition at outset of program

- Later, my interests broadened to include mathematics, logic and computation (category theory, dependent type theory, algebra and topology, programming language theory).

- Continuing involvement-I run and participate in a Google+ Community on Category Theory.

Willing to relocate.

References available on request.