

Thomas Richmond

SOFTWARE ENGINEER

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Education

University of Wollongong

BACHELOR OF COMPUTER SCIENCE (SOFTWARE ENGINEERING)

Wollongong, NSW, Australia

Feb 2019 - Jul 2023

Professional Experience

Deloitte Digital

SOFTWARE DEVELOPER

Canberra, Australia

Mar 2023 - Present

- Developed business critical payment system for fundraising client, processing \$80M in transactions annually. Built in React, Nextjs and Stripe and supported by Datadog and Mulesoft for API logging and event tracking, with deployments managed through Vercel.
- Consistently developed features and resolved critical bugs on a multi-site codebase spanning nine sites (React, GraphQL, Vercel). Authored comprehensive documentation in Confluence to facilitate team collaboration and conducted client training workshops for enhanced user understanding and satisfaction with supporting CMS.
- Attributed to a collaborative team environment by actively supporting summer interns and vacationers through pair programming, conducting code reviews and participating in productive feedback sessions, leading to an 80% increase in PR approvals.
- Collaborated with local university students (Australian National University and University of Canberra) on a year long tech launcher project, as the client for mobile app delivery. Conducted weekly meetings with students, providing technical feedback, discussing feature requests, and providing road-map feedback. Demonstrated leadership by overseeing the software development process, ensuring alignment with project goals, and fostering a supportive environment for the students' learning and success.

Boots UK

CUSTOMER ADVISOR

London, United Kingdom

Oct 2020 - Sep 2021

- Oversaw and managed 35% of the daily cash and till operations, including refunds, purchases, and floor items.
- Maintained excellent customer relationships through marketing seasonal offerings in store, leading to a 15% increase in loyalty card sales

University of Wollongong

IT SERVICE DESK OFFICER

Wollongong, Australia

Mar 2019 - Oct 2020

- Provided First Level IT Support for all staff, students and related businesses at UOW.
- Streamlined team collaboration and problem-solving by implementing a knowledge-sharing platform, resulting in a 25% increase in ticket completion.
- Ticketing and escalation of requests to appropriate UOW-IT departments
- Provided On-Site technical support for all hardware and software related issues for end user compute.

Projects

Fresh Beer Near Me

BINARY BEER AND UOW – MERN, JAVASCRIPT, HEROKU

- Collaborated with university team to build cross platform mobile application that displays what beers a venue has on tap, and how fresh each beer is, using IoT tracking technology.
- Created REST API in Express.js to serve IoT data to client and deployed to Heroku.
- Integrated automatic database updates using MongoDB Atlas to ensure accurate data was served in app
- Maintained development tasks and workflows using Trello, ensuring efficient collaboration and progress tracking.

Terminal Portfolio

REACT, TYPESCRIPT, VERCEL – GITHUB REPOSITORY

- Portfolio website in the format of a classic terminal window used daily by developers.

Skills

LANGUAGES

- Typescript, Javascript, HTML, CSS, C++, Python, Java, SQL

FRAMEWORKS AND LIBRARIES

- React, Springboot, Node.js, Express.js, GraphQL, React Native, SASS

TOOLS

- Git (Github, Bitbucket, Azure DevOps), Postman, VS Code, Figma, Vercel, Mulesoft, Datadog, Heroku, MongoDB