Z S

Zachary St. Louis

Professional Summary

Seasoned Staff Software Engineer with proven troubleshooting and debugging capabilities for resolving complex technical issues. Experienced with developing and deploying customized technological solutions. Skilled in problem-solving, systems integration, and client engagement, with focus on achieving optimal outcomes.

Work Experience

IBM - Staff Software Engineer
Markham, Ontario, CA
04/2022 - Current

- Leverage and training IBM AI
- Improved IBM Maximo software performance by identifying application issues and optimizing codebase.
- Troubleshot complex issues within IBM Maximo, identifying root causes and implementing effective solutions for clients.
- Collaborated closely with product management teams to identify essential features for product development roadmaps.
- Designed and prepared technical presentations.
- Mentored junior engineers, providing guidance on best practices and fostering professional growth.

IBM - Software Engineer
Markham, Ontario, CA
05/2020 - 04/2022

- Leveraged cloud-based platforms like ArcGIS Online to integrate geospatial information into IBM Maximo.
- Reduced query execution time by analyzing and fine-tuning SQL statements in IBM Maximo.
- Developed comprehensive documentation for IBM software applications, enabling easier maintenance and customer support.
- Participated in after-hours on-call support rotations, ensuring round-the-clock availability for critical incidents resolution.
- Decreased time to resolution by developing documentation to enhance self-sufficiency for Maximo world-wide support teams.
- Optimized system performance by troubleshooting and resolving complex technical issues related to integration between ArcGIS products and IBM Maximo

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Portfolio

- https://github.com/zstlouis
- https://zstlouis.github.io/website/

Education

12/2019
Fanshawe College
London, Ontario, CA
Computer Programmer Analyst

Skills

- Java
- Python
- React
- SQL
- RESTful APIs
- Code debugging
- Customer Support
- Cloud Computing
- Software troubleshooting
- Database management