

Stephen Smith

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Work Experience

Product Security Software Engineer

ResMed

November 2021 – Present

- Performed application security audits, proposed solutions to issues, tracked remediation
 - Threat modelling, red teaming, SAST, DAST
- Worked productively in an asynchronous environment
 - Teams, Slack, Jira, Confluence, but also Communication and Empathy
- Built and maintained central vulnerability status dashboard
 - Reduced cognitive load and time to remediation for development teams
- Successfully assessed and remediated global impact of Log4Shell vulnerability
 - Received personal thanks of Director of Security & Core Infrastructure Engineering
- Advocated tirelessly for privacy and security to be internal priorities
 - “People strap our product to their face while they sleep, if we lose trust we are done.”

AWS Connect Systems Analyst

Answer 365

July 2021 – Present

- Built custom inbound/outbound contact centre system to supplement lottery order process
 - HTML + JS + CSS front-end
 - PHP + SQL Server back-end
 - Amazon Connect VoIP
- 100% human-based, no autodialer
- Program could scale to 12,000 contacts per day at 99.97% success rate
- Allowed company to cut 35 Amtelco licences, a significant cost reduction

Phone Order Integration Developer

Answer 365 (*in coordination with S.O. Asher*)

June 2019 – Present

- Built new hospital home lottery order process, now used by foundations nationwide
- Worked hard for and maintained good relations with company's largest client
- Trusted with substantial quantity of financial and personally identifiable information
- Created and maintained systems for secure information management
- Automated process maintenance, ensuring process changes were quick and seamless
 - Cut operator call time by 35% compared to old process
 - Eliminated previous system's need for daily manual processing, saving 20 minutes supervisor time per day per hospital
- System proved able to handle loads of greater than \$100,000 per hour
 - Average processed total per day = >\$650,000
 - Average processed total per lottery cycle = ~\$6,000,000

Lead Programmer

Answer 365

April 2019 – Present

- Learned Amtelco programming from scratch
- Created and modified complicated custom telephone scripts for hundreds of clients
 - Longest document = 54 pages long, took 70 hours to program
 - Greatly improved ability to transform client requests into working computer code

- Integrated scripts with third-party CRMs like Salesforce, Freshdesk, and ServiceNow
- Automated call recording transfers to local archives, and uploads to client AWS S3 storage
- Mentored new programmers, delegated tasks as appropriate

Freelance Writer

Self-Employed

July 2018 – March 2019

- Specialized in technical writing, copywriting, and food writing
- Performed thorough, accurate research
- Was an engaged and collaborative partner in the editing process

Back-End Developer

Proposify

April 2018 – June 2018

- Wrote script to efficiently de-duplicate customer records in production database
- Debugged code integrating product with third-party services
- Developed and maintained product API, including thorough documentation

Junior Web Developer

REDspace

March 2016 – February 2018

- Implemented back-end APIs in PHP, with robust documentation
- Designed, maintained, and optimized MySQL, PostgreSQL, and SQL Server databases
- Selected as founding member of internal information security team
- Researched, designed, and implemented REDspace's secure development process
- Assisted QA team in initial drafts of automated testing process

Education

Diploma in Information Technology

September 2013 – April 2015

Nova Scotia Community College – IT Campus

GPA: 4.30

Bachelor of Commerce (*cum laude*)

September 2007 – April 2011

Saint Mary's University

GPA: 3.74

Awards

Valedictorian – 2015 NSCC IT Campus Graduating Class

Awarded to a student who represents NSCC's values well at graduation

2011 Saint Mary's University Students' Association Mac Attack Award

Given to the student who has "contributed significantly to the student body through their volunteerism and philanthropic endeavours, either on campus or in the community."