

Stephen Smith

HireSteve.ca

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Key Skills

- Back-end Development
 - APIs
 - Databases
- Technical Writing
 - Documentation
 - Blogging
- Customer Support
 - Empathy
 - Zendesk

Work Experience

Freelance Writer

Self-Employed

July 2018 – Present

- Specializes in technical writing, copywriting, and food writing
- Performs thorough, accurate research
- Engaged and collaborative partner in the editing process
- Published in multiple locations, portfolio available at HireSteve.ca

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

WordPress Database Transition Engineer

REDspace

March 2015 – March 2016

- Created custom WordPress ETL tool from scratch
- Responsible for tool's design, development, debugging, and maintenance
- Transitioned 16 blogs, 115k posts, and 2.2m metadata records to new environment
- Operated tool in high-visibility environment (3-5m visitors per day) without error
- Modified core WordPress code to handle increased load
- Successfully refactored code for 18X speed increase in v2.0

Business Systems Analyst

Nova Scotia Liquor Corporation

May 2014 – August 2014

- Provided extensive research reports to management on SAP Fiori, Drupal, and tablets
- Rigorously tested first-ever web application for the Port of Wines Festival
- Supported HR department project to digitize employee insurance policy documents

Founder

Razorwire Consulting

April 2009 to March 2013

- Helped small/medium businesses maximize ROI on their websites
- Installed, configured, and managed Google Analytics and AdWords accounts
- Performed data analysis as required, using Excel and other tools
- Communicated with existing clients, networked to find new clients

Research Editor

Norex.ca Limited

May 2011 to October 2011

- Managed Google AdWords and Google Analytics accounts for clients
- Performed SEO audits on client websites and made appropriate changes
- Produced research reports on client industries and advancements in web technology

Communications and Marketing Officer

Corporate Services, Policy, and Communications Directorate

Communications Security Establishment

Ottawa, ON

May 2010 to August 2010

- Served as CSPC Team Leader for the CSEC 2.0 Web Modernization Project
- Enhanced teamwork skills through liaising with managers of seven different groups
- Improved analytical skills through performance of rigorous audits of existing content
- Developed communications skills by writing or editing 102 pages of brand-new content
- Improved technical skills through mastering Drupal Web Content Management System
- Added to database use/maintenance ability through work with internal document repository

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."