

# Stephen Smith

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## Key Skills

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

## Work Experience

### 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
- Improved PHP/HTML/JavaScript/T-SQL development abilities
- 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

## **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

## **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."