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WORK EXPERIENCE

Frequentis   **Jul. 2023 – Present**
Software Developer   Ottawa, ON, Canada

- Developed and delivered high-quality software components for Frequentis' Air Traffic Control Voice Communication Systems, which serve critical airspaces such as Canada, the UK, and Australia.
- Delivered 10 client-specific features, ensuring compliance with ED-137 standards and addressing the unique requirements of global air traffic management systems.
- Led the design and implementation of 3 features, including outlining system architecture, creating detailed user stories, estimating development timelines, and coordinating with cross-functional teams across multiple countries in a Scaled Agile Framework (SAFe) environment.
- Designed and implemented comprehensive testing plans for mission-critical air traffic systems, reducing post-release defects and ensuring compliance with performance benchmarks critical to aviation safety, contributing to Frequentis' ability to secure 25-year contracts.
- Investigated and resolved high-priority defects across multiple services, leveraging a high-level understanding of system architecture to ensure seamless functionality across components and improve overall system uptime.

TELUS   **Dec. 2022 – Jun. 2023**
Sales Specialist , Key Holder   St. John's, NL, Canada

- Developed and implemented a new sales strategy that resulted in a 500% increase in sales of TELUS Smart Home Security Systems, propelling the store to rank among the top 5 corporate stores in Canada for such sales.
- Initiated and launched a traffic-raising initiative targeting local business owners, designed to scale for province-wide and national implementation.
- Provided empathetic customer service and effectively de-escalated tense situations daily, leading to increased customer loyalty and satisfaction ratings.
- Optimized sales strategies by analyzing customer needs and identifying innovative approaches, contributing to overall store performance and revenue growth.

CERTIFICATIONS

Professional Scrum Master™ II (PSM II)	Valid Indefinitely
CompTIA Security+	Valid Through 2027
AWS Certified Solutions Architect – Associate	2021 – 2024

HONORS

3rd place, Hacking Mount Pearl 2022 (Business Recovery)	St. John's, NL, Canada
2nd place, Decarbonising The Cities Hackathon 2022	Tampere, Finland

EDUCATION

Memorial University of Newfoundland	2020
B.Sc. Computer Science	St. John's, NL, Canada

SKILLS

Java; Python (Pandas, FastAPI); JavaScript (React, Node.js, React Native); TypeScript; HTML5/CSS3; MERN Stack; PERN Stack; REST APIs; PostgreSQL; MySQL; MongoDB; AWS Services (Lambda, S3, EC2); Docker; Kubernetes; Terraform; Ansible; Jenkins; CI/CD Pipelines; ELK Stack (Elasticsearch, Logstash, Kibana); Git; JIRA; Machine Learning (PyTorch, OpenCV); UX Research; UI Design; Wireframing; Network Security; Risk Management; Data and Host Security; Identity Management; Agile Methodologies; Roadmap Planning; User Story Writing; Monitoring and Alerting; Log Analysis; Figma; Tableau; Excel; ROS (Robot Operating System); Embedded Systems.