

Danny Seymour

<https://dannyseymour.me/>
Mississauga, Ontario
1905-324-3999
danny.saseymour@gmail.com

Full Stack Developer with 3 years of experience in a Help Desk Environment 2 years experience providing technical support and troubleshooting software code for an e-commerce platform. Provided support in testing new software features and identifying bugs. Experienced with multiple languages, frameworks and tools including Javascript, SQL, C#, .NET, Node, React, Java, Docker. Detail oriented with outstanding troubleshooting skills and an aptitude for problem solving. Methodical, analytical and determined individual that highly values integrity and proving himself to be a reliable worker. Operates with a passion for fulfilling duties and obligations, intent on working diligently and proactively, staying focused on established goals.

TECHNICAL EXPERIENCE

Nextopia/Searchspring

Toronto, Ontario

Technical Support Engineer

2019-2021

- Solved approximately 2000+ user tickets.
- Debug and write code to solve problems (JavaScript, PHP and Python). Help customers in supporting, customizing and integrating their account using CSS, JavaScript, PHP, Python
- Write thorough, detailed and extensive user facing documentation for the existing system.
- Of a two-man team acted as a primary point of contact for a large client base for 90% of customers calling in for general Customer Service issues and support with technical issues demonstrating an ability to professionally communicate issues and work through issues on the fly.
- Responsible for very detailed and thorough software quality assurance testing reports in addition to regular support duties
- Utilized version control in the implementation of various technical solutions to user issues.
- Debug JavaScript, XML, and REST based integrations. Provided support for several Ecommerce Platforms including Shopify, Magento, BigCommerce, 3d-cart
- Studied and applied new technologies such as python and Datadog to more effectively complete tasks
- Fulfilled on-call responsibilities for and incoming urgent tickets from clients during regular and odd times of day. Able to adapt and learn at a fast-enough pace to cover the majority of holiday shifts during first year in the position.
- Responsible for dramatic improvement in first response time for tickets entered during all times of day from 9hrs to .94 hrs
- Consulted new employees on system eccentricities
- Consistent leader in proactively reviewing existing tickets and user issues with a constant lead of at least 15% in touches to client tickets
- Proactively communicated with the engineering team to and help identify major system issues based on changes in system behavior and client feedback

Brock University

St. Catharines, Ontario

ITS Lab Advisor / Helpdesk Associate

2017-2018

- Acted as first line of support for users with issues ranging from account login, networking configuration, hardware failure, general website navigation, application support.
- Proactive in guaranteeing effective computer lab maintenance and support through attention to detail and observational skills. Independent troubleshooting of current or foreseeable hardware and software issues problems and providing reports on the results.
- Supported and encouraged a team culture by providing support to less experienced fellow advisors and reliably communicating issues that needed to be escalated to the appropriate higher technical team.
- Provided innovative solutions that inspired additions to the protocols, templates and scripts that were designed to aid in problem resolution

Fidelity Bank (Bahamas) Limited

Nassau, Bahamas

IT Specialist

Summer 2016

University of The Bahamas

Nassau, Bahamas

OIT Lab Supervisor

2010-2012

SOFTWARE PROJECTS

- Personal Website : dannyseymour.me [SASS, HTML]
- Various Personal Software Projects [MERN, ASP.NET , SQL]
- Web Development for Royal House St. Catharines [Wordpress SQL]
<http://rccgrovalhouse.org/>
- Team Project: Redesign of Brock University Website [Wix CMS]
- Team Project: J3 Restaurant Delivery [Laravel, PHP, SQL, Bootstrap]
- Team Project: Treasure Hunt Android App [Android]

EDUCATION AND PROFESSIONAL DEVELOPMENT

Zero to Mastery Academy

React, Python, SQL Courses

2019 - 2021

Brock University

St. Catharines, Ontario

Bachelor of Science (Honours) Computer Science

2012-2018

University of the Bahamas

Nassau, Bahamas

Bachelors in Management Information Systems

2007-2012(Transfer)