

Allan Hartigan

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CAREER SUMMARY

- Seeking work in Nova Scotia to return home to the province where I was born
- Developed tv products for the Weather Network using Javascript, Node.js, mongoDB and Redis
- Full-Stack Developer Bootcamp through University of Toronto
- Customer service industry for 20 years with 10 years leadership experience and 2 years developing web applications

SKILLS

- HTML5, CSS3, JavaScript, Bootstrap, Firebase, jQuery, React, responsive design
- AJAX, Node.js, Express, MySQL, MongoDB and Redis
- Classic ASP and Go
- Intermediate Penetration Testing capabilities

EXPERIENCE

Pelmorex Inc / The Weather Network

Jan 2019 - Sep 2019

Full Stack Developer - Remote Contract

- Created products for Weather Network TV Channel using Javascript, Node.js, Redis and mongoDB
- Products included weather charts, animated weather maps, and microservices to handle backend data

Convergys

2002-2018

Developer, Team Leader

- Developed streamlined web applications, resulted in reduction of dispatchers from 5 to 3
- Managed a team of 20-30 employees
- Had highest-ranking team for NPS metric (net promoter score)
- Team consistently had a first call resolution rate of over 80%, well above enterprise average
- Additional roles during tenure: data analytics, associate trainer, senior technical support, case manager, technical support

Canada Customs and Revenue Agency

1999-2000

Client Services

- Answered enquiries regarding the Income Tax Act and personal income tax enquiries

Environment Canada

1997-1999

Accounts Payable

- Audited and processed all claims for Weather Services Department
- Ensured work completed before payment issued
- Awarded Certificate of Excellence during implementation of new procurement system

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EDUCATION

University of Toronto School of Continuing Studies

June-December 2018

Full Stack Developer Coding Bootcamp

- Learned the skills required to be employer-ready as a full stack web developer

Toronto School of Business

1995

Computer Programming and Systems Analysis

- Gained fundamental understanding of programming and system design

APPLICATIONS BUILT

TV Products | css .js jQuery node.js redis mongoDB | Proprietary

Full Stack Developer

Weather charts, animated weather maps

- Provides regional and local weather data formatted for TV
- Created microservice to watch for new data and update radar maps
- Created animated weather charts using vanilla JavaScript

Clicky Game | React.js | Github | Live

Full Stack Developer

Memory game

- Dynamically renders components using React.js
- Utilizes Bootstrap 4 and CSS

Trivia Game | .js | Github | Live

Full Stack Developer

Fantasy trivia game

- A simple trivia game with a high score feature written in Javascript
- Launch screen and credits gives the feel of a complete independent game

Agent Scorecard | Classic ASP | Proprietary

Project Lead / Full Stack Developer

Web Application that dynamically created agent scorecards for the week, month and last 90 days

- Dynamically created agent scorecards using JQuery, Ajax, Microsoft SQL and Classic ASP
- Features the ability to create custom metrics
- Accessed agent data from a Microsoft SQL database

Dispatcher Tool | Classic ASP | Proprietary

Project Lead / Full Stack Developer

Web application that streamlined dispatching of cases to the case management team

- Provided real-time information regarding caseload for the case management team
- Allowed quick assignment of new cases based on shift blocks
- Historical data for week, month and last 90 days

REFERENCES

- Available upon request