BRETT **RICHARDS**

Mount Waverley VIC

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EXECUTIVE SUMMARY

I am currently working as a Senior Software Developer at Intelematics, contributing to enhancements, features and fixes to a cloud-based vehicle emergency contact and tracking platform. While I've only been a team member for a short number of months, I've already received consistently high feedback on my rapid acquisition of understanding and willingness to take on initiative and responsibility. The culture and product space that I work in is excellent, but with changes to remote working arrangements recently announced by the company, I'm considering other options that allow me to work at my best.

Some of my notable achievements recently have included being a key player in the rapid development and success of the Monash eVigilation product within a two month timeframe. In this I was particularly responsible myself for deconstructing and rebuilding a proof-of-concept client/server model for webRTC media conferencing between student and supervisor, which would form a central part of our finished application. Similarly, when engaged at Gentrack I assumed a pricing stream lead position as part of a three-year, multi-million dollar upgrade project at a large commercial energy retailer where I oversaw the design, implementation and delivery of the billing, pricing and invoicing modules. I was also awarded Gentrack's Australian Staff Award for March/April 2018, as nominated by my peers, and received an Exceptional Achievement recognition in March 2022 from Monash for my efforts on eVigilation.

As well as being an accomplished software developer, I have a strong background in communications, customer support, and collaboration from my time working in non-technical roles at VCAT and lifeline.

QUALIFICATIONS AND TRAINING

ICAgile Certified Professional – *ICAgile* [2018]

Master of Information Technology (professional) – *University of Southern Qld* [2013]

Bachelor of Science with Distinction (majoring in Science, Physics and Mathematics) – *University of Southern Qld* [2004]

BUSINESS SKILLS PROFILE

Demonstrated ability to work independently and as part of a team

Strong customer service focus, with excellent written and verbal communication skills

Ability to interface with non-technical customers, and facilitate communication between technical and non-technical teams

Well-developed ability to assist with business requirements analysis and system design/architecture

Experience with development frameworks and supporting technologies, such as Jira, Git, Jenkins and agile methodology

TECHNICAL SKILLS PROFILE

Well-developed expertise and adaptability in many programming languages, including Java Spring Boot, Javascript/React, Python, PHP, C#, SQL

Demonstrated capabilities in application design and architecture

Familiarity with common IDEs such as Intellij, Visual Studio Code, Visual Studio, Eclipse

Experience with and understanding of common AWS cloud infrastructure services such as Lambda, Cloudwatch, CloudFormation, API Gateway, and others.

Employment History

Senior Software Developer   June 2022 - Current
Intelematics - RACV

In my current role as a senior software developer at Intelematics, I am part of the team responsible for maintaining and extending the complex micro-services based vehicle support platform known as Asure. Despite expectations that it would take a number of months before my understanding of the various components and process flows would be sufficient to take initiative in driving change, I've been able to demonstrate my agility and ability to quickly understand conceptual frameworks, and within a month was contributing significant feature enhancements and redesign to improve the overall product.

The current technology stack that I work in is predominantly Java Spring, Python and a little Angular front-end, managed on AWS infrastructure with Jenkins deployment pipelines. At the same time I joined the company, the tech teams were transitioning to new agile SAFe scrum team methodology, and I believe that I've contributed positively to the culture of our new team in that crucial establishment phase.

Senior Software Developer   Apr 2020 – June 2022
Monash University

In my previous role as a senior software developer and project technical lead in the eVigilation team of Monash, I played a key role in creating and enhancing the newly developed web based conference platform used for proctoring student exams online. This complex software application was created entirely in-house within a matter of weeks by the core team of which I was a part, with my contributions specifically focused on the client/server message protocol we implemented for managing media streams built upon interactions with the open source BigBlueButton components.

My code contributions were to the various interfacing Java spring boot applications that form our back-end infrastructure, as well as significant client-side service components and page media elements written in ReactJS. I have also deployed small serverless AWS Lambda scripts written in Node.js for event handling, and supported enhancement and fixes for the Python Lambda functions which comprise a serverless automation agent stack and image recognition interface. I have expanded the unit tests where appropriate for these components in order to increase code coverage, and have assisted with stack deployment using dedicated CI/CD pipelines. During exam periods where our software platform has been in heavy use, I have provided on-call technical support and advice to operations teams and assisted with incident escalations where necessary.

I believe in a short space of time with significant challenges and time pressures I have been able to demonstrate my aptitude for rapidly acquiring contextual information around a project, building upon my diverse development experience to adapt and deliver effective software in multiple modern code languages as needed. Additionally, my ability to rapidly understand, analyze and show initiative in a new area has been recognised by my promotion to Technical Lead in the space of 18 months.

Senior Analyst Programmer   Feb 2013 – Apr 2020
Gentrack Pty Ltd

In my previous role as an Analyst Programmer and then Senior Analyst Programmer within the Professional Services team of Gentrack Australia, I delivered enhancements and fixes specific to the major energy retailers and distributors in our region. This involved customising the modular aspects of the company's main software platform to the unique business rules of each organisation.

My focus was on translating customer requirements into software outcomes, drawing on a specialised knowledge of relevant industry regulations. I was required to understand the existing code, architecture, and dependencies to design and scope the development work necessary to meet the requirements. I then proceeded to implement the code changes and create the associated unit tests, document the changes as necessary, and work with the testing team to validate the solution meets the requirements. In larger projects I would have additional programmers working with me to implement my design.

While most of my focus was with solutions that target an individual customer's requirements, at this level of experience, I was also expected to influence the product roadmap and suggest and implement features that will benefit all customers of the product.

I strongly believe in continuous improvement and collaborating to build more effective processes within any team. Within my team I was responsible for implementing a Jira Kanban to improve the workflow and visibility of tasks. I also developed assisting productivity tools such as a Node.js Slack bot interface layer for our customer ticketing and timesheet system.

Administration Officer 2011 – 2012
Victorian Civil and Administrative Tribunal

Working in the Guardianship List of VCAT while finishing my studies, I was responsible for lodging and reviewing correspondence related to highly sensitive applications for guardianship of persons with diminished capacity. This requires a high degree of care and respect in communication, as well as strong time management and organisational skills.

This role involved;

- Lodged applications and actioned correspondence related to guardianship and financial administration, liaised with relevant government bodies on a case by case basis.
- Received very high level of praise for client-focused approach and empathy, dealing with highly sensitive correspondence, judgements and phone calls from members of the public.

Administration Officer 2009 – 2011
Lifeline Darling Downs

As an administration officer working in the main Lifeline counselling centre for the Darling Downs region, I was responsible for providing calm, supportive and non-judgemental initial contact for potential clients and a variety of people facing crisis. Being an advocate for improving processes, I was responsible for implementing a new Access database to manage client information to replace physical card systems, and developed a web-based calendar system for the telephone counsellors and their schedules. After being promoted to Admin Coordinator and then Assistant to the CEO, I continued to apply process improvements where possible, receiving excellent feedback.

This role involved;

- Collated agenda papers for board meetings, took minutes, fielded enquiries from the public and prepared outgoing correspondence.
- Collaborated with counselling staff to redesign client-facing programs to align with organisation values of client dignity and self-determination, and provided admin team leadership during 2011 floods crisis.

Technical Support Officer 2007 – 2008
Bluemaxx Communications

Working as a tech support officer for a local satellite and ADSL internet provider, this role provided me the opportunity to gain some insight into wholesale networking and to hone my troubleshooting and diagnosis approach. Handling both level 1 enquiries and level 2 escalations, I most often interacted with customers via phone call and email and occasionally via online web messenger.

Key duties:

- Provided technical support to satellite ISP customers over the phone and via email.
- Designed a more effective helpdesk tracking system and a dynamic FAQ system for company website using PHP & MySQL.

Associate Lecturer (Mathematics & Statistics) 2004 – 2005
University of Southern Queensland

- Held tutorials for groups of students in the classroom and via remote helpdesk operation in entry level mathematics and statistics courses, receiving above average student feedback scores.

References available upon request