

Tyler Gordon

Vancouver, Canada • 778-227-0114 • tylerjohngordon@gmail.com
github.com/tyler-gordon • linkedin.com/in/tyler-john-gordon

Skills

Hard Skills

JavaScript, React, Node.js, RESTful APIs, Git, Jira, Jenkins, AWS/Azure, GitHub Actions, CI/CD, Infrastructure as Code (IaC), Configuration Management, Containerization (Docker), Orchestration (Kubernetes), Monitoring and Logging, Scripting (Python, Bash), DevOps Tools, Agile Methodologies.

Soft Skills

Customer success, Leadership, Mentoring and Coaching, Requirement gathering, Incident management

Professional Experience

Platform Support Team Lead

May 2021 – Present

Apryse Software Inc. (formerly PDFTron Systems Inc.)

- Developing and communicating software solutions to Fortune 500 companies and governments.
- Producing features and bug fixes for enterprise-level SDK integrations.
- Facilitating effective communication between customers and team members across multiple time zones through Slack, Zoom, and email.
- Successfully onboarded and trained three new employees to become valuable team members in customer service and software development.
- Standardized customer support processes and iteratively improved them based on feedback from team members.
- Implement responsive and intuitive user interfaces, leveraging frameworks such as React, Next.js, and React Native to create engaging and user-friendly applications.
- Collaborate on agile development projects, adhering to Scrum principles and actively participating in sprint planning, daily stand-ups, and retrospective meetings.
- Stay up-to-date with emerging technologies, industry trends, and best practices in full-stack web development, continually enhancing skills and driving innovation within the team.

Software Test Engineer Co-Op

Jan 2020 - Aug 2020

Sierra Wireless

- Ran sanity tests for Legato SDK platforms (Linux, RTOS, ThreadX).
- Created and bug-tested Python scripts for automated source code scanning of licenses.
- Tested, cleaned, and graphed performance data for different software platforms.
- Fixed bugs in Python test framework and continuous integration pipelines in a Jenkins testbench.

Education

Computer Information Technology

Sept 2018 - Dec 2020

British Columbia Institute of Technology

- Graduated Honors with distinction with Co-op education.
- Co-wrote paper: [On Short and Long-Term Traffic Prediction in Optical Networks Using Machine Learning](#) demonstrating knowledge in machine learning and data analysis.
- Created RESTful APIs using Node.js and Python (Flask), demonstrating proficiency in full-stack development and web technologies.
- Managed and configured 6 virtual machines to act as routers, switches, and hosts in a network, gaining hands-on experience in network administration and management.

Certifications

Certified ScrumMaster

Dec 2022

Scrum Alliance

- Completed ScrumMaster certification training covering agile principles, Scrum framework, and team collaboration.
- Gained a deep understanding of Scrum roles, artifacts, and events for improving productivity and continuous improvement.
- Developed an understanding of common challenges that teams face during agile transformation, and learned how to identify and address those challenges to support the successful adoption of Scrum methodologies.

Projects

Service Desk

Personal

- Recreating a customer help desk web application using modern web technologies
- Next.js, Prisma/Drizzle, MUI, Chakra, Vercel, Turbo Pack
- Using an SQLite database for relational storage of tickets and users
- Implementing modern UI design trends

WebMetrics

Professional

- Developed an internal tool to track team member statistics and development
- Pulls ticket data daily from FreshDesk to calculate trends
- Developed using NextJS, ChartJS, and a custom UI design system

Nodesk

Academic

- Collaborated with a partner to create a real-time chat application using JavaScript (Node.js) and Vue.js.
- Utilized only one NPM package dependency for a database connection to keep the project lightweight and efficient.
- Learned and implemented Vue.js for the front end of the application, including UI design and user experience.

Agile-Project (Lolpad)

Academic

- Collaborated with a team of 5 members to create a video game calculator using JavaScript (Node.js), React.js, and AWS.
- Led the front-end development of the web application, including UI design, feature implementation, and user experience.
- Contributed to the back-end development of the application, including AWS infrastructure setup and database management.
- Successfully completed the project within a 5-week timeframe, resulting in a functional and user-friendly application.