

Jay Coughlan

250-508-7413 - JayCoughlan@checkfront.com – jayakcoughlan.com - Victoria, BC, Canada

> Technical Skills:

Programming Languages – React, PHP, C#, Javascript, C++, HTML + CSS

System Administration Tools - Windows Powershell, WMware, Jenkins, Windows Server 2008/12

Technical Tools - GitHub, Jira, Confluence, Visual Studio, Visual Studio Code, Office360

> Job Experience:

> Checkfront (*March 2018 – Current*)

Technical Support Specialist (2018 – 2019)

- Worked with clients to troubleshoot their system and provide unique recommendations
- Lead our Internal Documentation Update project on Confluence
- Used Jira to keep track of system bugs, improvements, and feature requests

Technical Support Analyst (2019 – 2021)

- Used advanced troubleshooting and debugging to solve escalated customer issues
- Provided support and for internal team-members
- Worked on and published bug fixes in the Checkfront platform

Jr QA Automation Developer (2021 – 2022)

- Worked with Team Raven to provide QA support
- Developed and supported tools for automating the Zephyr workflow
- Engaged in deployment responsibilities for nightly deploys

Technical Support Analyst Lead (2022 – Current)

- Developed and documented TSA processes both with and without external teams
- Trained customer facing teams on bug ticket creation in Jira and troubleshooting GetYourGuide
- Facilitated learning and 1-on-1 sessions with TSA team members

> Shaw Cable (*Sept. 2017 – Jan. 2018*)

eCare TSR

- Worked with teammates and internal documentation to work out solutions for client questions
- Provided technical support for clients across many different device configurations
- Kept track of issues and incidents using Case Management ticketing system

> Absolute Software (*Jan. 2016 – Sept. 2016*)

Hosting Ops Jr. Co-Op

- Developed and updated dashboard application using Selenium and C#
- Developed Powershell scripts to manage passwords on systems
- Compared various products and handled business communications for potential use

> Projects:

> GetYourGuide System Error Process (Checkfront)

- Trained Technical Support and Technical Analyst teams on processes and troubleshooting steps
- Two-month project involving multiple teams; QA, TSA, and Support
- Developed and documented processes and guides for use across teams

> Zephyr Sprint Setup (Checkfront)

- Run over the terminal using *PHP* to connect *Jira* sprints and tickets to *Zephyr* testing suite
- One-Month project between other testing responsibilities
- Automatically carried over incomplete tickets from past sprints, and generated new tickets

> Password Updater Script (Absolute Software)

- Used *Powershell*, the *Powershell* markup language, and *PasswordState* API's
- Three-month project in between other responsibilities
- Created script to automate and manage checking password ages and generating new passwords

> Moon Child Game (Vancouver Film School)

- Worked as the sole programmer on five-person team using *Unity 3D*
- Third person platformer with traditional and runner mechanics
- Dedicated four-month production cycle

> Education:

> B.C.I.T. (*Jan. 2015 – May 2017*)

- Diploma for *Computer Systems Technology*
- Completed *BCIT's* co-op program at *Absolute Software* (Jan 2016-Sept. 2016)
- Created a five-week game, 'Skippy's Gold', for Android

> Vancouver Film School (*Oct. 2011 – Oct. 2012*)

- Diploma for *Video Game Design*
- Main programmer on my team's three-month final project, 'Moon Child'
- Learned many facets of the game design process and documentation