

EDWARD JAMES HAYES

SUPPORT SOFTWARE ENGINEER

CONTACT



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www.edwardhayes.xyz

github.com/edward-hayes

LANGUAGES

Golang

Python

Swift

Javascript

EDUCATION

University of Wisconsin

Bachelor of Science
Class of 2012

Degrees:

- Math
- Physics
- Astronomy

COURSES

iOS & Swift - Complete App Development
Dr. Angela Yu - Udemy

100 Days of Code: Complete Python Pro
Bootcamp
Dr. Angela Yu - Udemy

SQL & PostgreSQL - Developers Guide
Stephen Grider - Udemy

Building Modern Web Applications With Go
Trevor Sawler - Udemy

Complete Web Development Bootcamp
Dr. Angela Yu - Udemy

PROFILE

Innovative software professional with 5 years of experience in support roles, currently transitioning into development through an internship. Proven track record of maintaining and creating internal tools to enhance support operations. Seeking to leverage expertise in automation and internal tooling to bridge Support and Engineering departments. Holds degrees in Physics and Math, demonstrating strong analytical skills and a creative problem-solving approach.

WORK EXPERIENCE

Intern, Software Engineering, iOS Retail Mobile

Lightspeed Commerce Inc Feb 2024 -

- Acted as a liaison between the Support department and the Retail Mobile team, significantly improving communication and efficiency in addressing reported bugs.
- Solved several bugs including a "top5" bug - an issue identified as critical by support, and made improves to "errored sales"
- Played a pivotal role in enhancing the Workflows feature, expanding its scope and fixing a UI issue. This critical component is tailored for enterprise customers. Improvements here increased customer satisfaction among our "ideal customer profile."

Unofficial, Support Engineering

Lightspeed Commerce Inc Feb 2024 -

- Assisted various customer org teams "Professional Services", "Imports", "Launch" and "Escalation" teams assisting with automation and tooling
- Maintained and expanded Support Tools, including two major releases of "xcli"
- Saved a "Ideal Customer Profile" retailer from churning during onboarding
- Enhanced the data import process for the Imports team, leading to faster and more accurate data handling.

Manager, Support Escalations

Lightspeed Commerce Inc Jan 2022 - Feb 2024

- Established and managed a team of 15 technical escalation support agents, building the team from inception to its current structure.
- Initiated and implemented a robust bug tracking and prioritization process, transitioning from informal communication through Slack to a systematic approach using Jira. This system paired with weekly prioritization meetings with Product resulted in doubling the amount of resolved issues year-over-year
- Developed multiple one-off Python and Golang scripts to address specific behavioral issues, enabling solutions to problems that were previously considered insurmountable for retailers. Examples include deduplicating a database of 130K records, rectifying and syncing 500 errored sales into sales history, and constructing custom CSV exports for high Monthly Recurring Revenue (MRR) retailers. These interventions expanded the range of support services provided and increased customer satisfaction.
- Took over maintenance of several support tools that had been neglected for years. Substantially revitalized and updated these tools, including a command line tool for interacting with the REST API, a Chrome web browser extension, and a login/debug path on the iOS register, performing bug fixes and adding functionality.

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EXPERTISE

- **Programming**

Python, Golang, Swift, Objective C, Javascript

- **Web Development**

HTML/CSS, JavaScript, Flask, Jinja, Bootstrap

- **Database SKills**

SQL, BiqQuery, Looker, Redash, Churnzero

- **Tools**

Command Line, Atlassian (Jira, Confluence), GitHub, VS Code, CircleCI, ZenDesk, Salesforce

HOBBIES

- **Woodworking**

Built much of my own furniture include coffee table, bookshelves, refinished my wife's desk, tool shelves, and shoe rack

Built 300 ft fence, refinished patio, installed hardwood flooring in living room

- **Homesteading**

Have three chickens (Carmen, Deandra, Coco)

Not very good at gardening yet, but this year enjoyed first crop of tomatoes!

PROJECTS

xcli

Golang

Description:

xcli is a command-line tool, designed to seamlessly interact with the Lightspeed REST & GraphQL APIs. It's meant for Support for custom reports, data remediation, reduction and resolution of Product bugs, and bulk admin tasks. Upon my assumption of the project's maintenance, the tool was widely utilized but plagued with numerous bugs and frequent breakdowns. Having been neglected for over two years, it became a source of frustration within the team.

My Contributions:

Overhauled much of the codebase, refactoring and rewriting a very significant portion of the code. My contributions account for over 6k lines of code (70% of the project). Additions included numerous bug fixes, error and log reporting to raygun, and several new features. The tool is now more reliable, efficient, and user-friendly than ever before.

iOS App Token Login

Swift

Description:

This project introduces an alternative login method for accessing the Vend/ X-Series iOS register. Traditionally, troubleshooting the register required Support to obtain login credentials from retailers, leading to delays and occasional discomfort in sharing passwords in plaintext. Some retailers were also hesitant to create a user account.

My Contributions:

To streamline troubleshooting and enhance security, I implemented a pathway in the register enabling users to log in using a personal token. Now, with simulator usage or universal control, users can efficiently generate a token in the Backend and input it directly into the register, significantly reducing troubleshooting time and improving security.

In order to implement this, I thoroughly studied the app's architecture and authentication process. My addition utilizes the MVC design pattern and showcases many idiosyncratic swift features such as protocols and delegates.

Retailer Issues

Python

Description:

Developed multiple one-off Python scripts to address specific behavioral issues, enabling solutions to problems that were previously considered insurmountable for retailers.

My Contributions:

Examples include deduplicating a database of 130K records, rectifying and syncing 500 errored sales into sales history, retroactively modifying posted sales so the correct salesperson was attributed, and adjusting the sales tax label used on a number of sales so that they correctly show on a retailer's tax report. These interventions expanded the range of support services provided and positively impacted customer satisfaction.