

SHAUN ESAU

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PROFILE

An information technology professional with a proven track record of over 5 years experience developing and supporting both business and user-oriented applications utilizing a wide variety of platforms and development tools. Exceptionally strong with object oriented programming languages, relational database systems and web development. Soft-skills include systematic and methodological problem solving; rapid comprehension of novel technologies and domain-specific concepts; diplomatic interpersonal skills; and clear, logical communication.

WORK EXPERIENCE

Consultant/Developer, E-By Design Technologies Inc.

July 2011 - Present

- Worked as consultant and C# .Net developer on a research project funded via the NRC Industrial Research Assistance Program.
- Implemented a plugin for Microsoft Dynamics CRM 2011 that adds novel entity-centric time-context features.
 - The plugin permits fully automatic and safe retention of historical data, capturing all changes made throughout an entity's lifetime, while providing an authoritative state-history for historical data reconstruction (known as an "entity chronology").
 - When the plugin is enabled for an entity-type, it becomes possible to specify an explicit effective date for any changes made to any entity of that type.
 - Any changes to an entity will automatically result in the previous entity state being archived and retained as part of an entity's individual chronology.
 - As an authoritative history for an entity is available, it is possible to reconstruct historical data after making changes to past entries in a chronology (e.g. to recalculate previously billed charges based on corrected customer account information and automatically reconcile actual charges with previous invoices)
 - Invalid data is retained for customer-support purposes, but can be excluded from the authoritative history used for historical data reconstruction.
 - A custom timeline widget displays an entity's previous states in the Dynamics UI as well as the authoritative state history, helping to visualize the history of any given entity.
 - This widget includes tools for altering the timeline display to include any other relevant, temporally-sensitive metadata.
- Involved in the creation of numerous marketing-related materials.
 - Designed various feature demonstrations and created demonstration environments for project backers.
 - Authored, recorded and edited video demonstrations of major product features as well as sample applications for a hypothetical company.
- **Key Concepts and Technologies:** AJAX/web 2.0; CSS; HTML; Javascript; LINQ; Microsoft .Net framework; Microsoft Dynamics XRM API; promotion and marketing; quality assurance; source code control; system administration; T-SQL; Visual C# .Net
- **Significant Tools Used:** Dynamics CRM 2011; SQL Server Management Studio; SQL Server Query Analyzer; SVN; Visual Studio 2010; Windows Server 2008 R2
- **Database:** SQL Server 2008 R2

Consultant/Lead Developer/Project Coordinator, PC New LLC.

July 2009 - Present

- Originally a short term contract to design and implement an in-house utility for automating basic PC maintenance. Initial releases garnered strong investor interest in developing a full retail product for sale to general PC users.
- Oversaw and was primary developer for all project development:

- Created a Linux-based Live-CD capable of automatically negotiating an internet connection via available ethernet/wifi hardware, mounting the host filesystem, retrieving general updates and virus definitions, performing an AV scan, quarantining or healing detected infections, and copying files necessary to launch a separate custom utility automatically upon booting into Windows.
 - Utilized the open-source xPUD project to provide web-technology based UI.
- Also created a Windows-based utility, developed in Visual C# .Net, which performs additional maintenance tasks including backing up the existing configuration, scanning/restoring key system files, optimizing boot speed, restoring Automatic Updates and Windows Firewall, performing additional malware checks, freeing HDD space, removing 3rd-party modifications to IE and many other general system maintenance tasks.
- Integrated existing project with 3rd-party SDKs, including developing custom AV applications (in C++ and C#, native to Linux and Windows respectively) utilizing the SDK from a leading commercial anti-virus provider.
- Created various proprietary web services to provide in-app storefront, billing and licensing services, driven by a PHP/MySQL-based back-end.
- Administrated project web-server (including bug tracking and source control software) and packaged application and virus definition updates for release.
- Handled project scheduling/coordination:
 - Oversaw development by separate contractors.
 - Created documentation for planned release milestones including estimates, Gantt charts, etc.
 - Utilized bug-tracking software to manage project priorities.
- **Key Concepts and Technologies:** AJAX/web 2.0; CSS; encryption; HTML; Javascript; Linux administration & scripting; Linux application development; low-level RAM management; Microsoft .Net framework; Mozilla Gecko rendering quirks; Perl; PHP; project management; promotion and marketing; source code control; SQL; test cases; Visual C++/C# .Net; Windows 2000/XP/Vista/7 system configuration and registry; web services; WSH scripting
- **Significant Tools Used:** Apache; Bash; Bugzilla; Busybox; Facebook Connect; Git; Inno; ISO-LINUX; Microsoft Visual Studio .Net 2005; NSIS; SVN; Trac; Ubuntu Linux; xPUD
- **Database:** MySQL

Consultant/Lead Developer, Project for John Wilkinson

February 2010 - April 2012

- Provided consultation for the design and implementation of a startup website that enables employees to provide valuable, anonymized feedback directly to their employers.
- Designed and developed a demonstration site for garnering investor interest:
 - Created a heavily modified installation of Drupal 7 with numerous custom 'contrib' modules to provide site-specific functionality.
 - Updated needed Drupal 6-compatible 'contrib' modules for use with Drupal 7.
- Administrated project web-server (including bug tracking and source control software) and directly managed deployment from testing environment to production.
- **Key Concepts and Technologies:** AJAX/web 2.0; CSS; HTML; Javascript; LAMP development; mobile web development; PHP; promotion and marketing; source code control; SQL; test cases
- **Significant Tools Used:** Apache; Drupal 7; Facebook Connect; Google Charts API; SVN; Twitter API; W3C Geolocation API
- **Database:** MySQL

Consultant/Developer, Profinity LLC.

August 2009 - January 2011

- Worked primarily as consultant and web-developer on various web-marketing portals and tools:
 - Supported multiple existing products as well as new development, generally utilizing classic ASP, Javascript, SQL Server and related technologies.
 - Succeeded in an exceptionally high-stress environment with tight deadlines and strict requirements:
 - Most services lack a typical test environment, meaning that any code released to production had to be robustly tested by the owning developer. All modifications must be engi-

needed to be minimally invasive and to ensure retention of mission-critical data even in the event of unexpected failure.

- Developers were expected to adhere to multiple unwritten best-practices to ensure acceptable performance in the production environment.
- Fix-requests were expected to be finished in minimal time to prevent excess loss of sales.
- Also worked on non-web development, creating a plugin for Jive Software's Openfire RTC (XMPP) server to facilitate direct integration with proprietary back-end services.
- **Key Concepts and Technologies:** AJAX/web 2.0; ASP .Net; Classic ASP; cross-platform/cross-browser development; CSS; Java; Javascript; JSP; HTML; performance optimization; PHP; Python; quality assurance; T-SQL; XSLT; XML; XMPP
- **Significant Tools Used:** Ant; IIS; OpenFire; SQL Server Management Studio; Vault
- **Database:** SQL Server 2005

Consultant/Developer, E-By Design Technologies Inc.

February 2008 - March 2009

- Worked as consultant and VB/C# .Net developer on a project with FAS Inc.
- Primarily responsible for resolving several major issues with a health benefits management application (mostly completed by a separate company) in a wide variety of business areas including:
 - Generation of CIBC electronic funds transfers for automatic payment of claims
 - Automated adjudication of manually inputted insurance claims
 - Automated import/adjudication of incoming electronic dental claims (CDA Import)
 - Importing data from custom flat-file formats
 - Creation of reports via SQL Server Reporting Services/Crystal Reports for business analysis and claim documentation
 - Creating SQL scripts to repair data errors induced by outstanding bugs
 - Extensive opportunities to work on performance optimization and more
- **Key Concepts and Technologies:** Data conversion; Microsoft .Net framework; performance optimization; quality assurance; source code control; T-SQL; test cases; validation and loading; Visual Basic .Net; Visual C# .Net
- **Significant tools used:** Crystal Reports; Visual Studio .Net 2003-2005; N-Unit; SQL Server Management Studio; SQL Server Query Analyzer; SQL Server Reporting Services; TortoiseSVN
- **Database:** SQL Server 2000-2005

Consultant/Developer, Sierra Systems Group Inc.

November 2006 - February 2008

- Worked as consultant and VB/Java developer on AMS project with WCB of Alberta.
 - Initially responsible primarily for the maintenance of all elements of the "Direct Employer Clearance Certificates" application (DECC), an aging n-tier web application for generating clearance documentation, utilizing Visual Basic 6, COM+, classic ASP, Javascript, COBOL & SQL PL.
 - Also maintained IMPACT, a Java-based client-server application used by WCB auditors to perform on-site work and update with main database asynchronously.
 - Provided technical support for PC-Bond, a third party software package from the Toronto Stock Exchange "TSX" business unit. PC-Bond is a fixed income portfolio analytical system that provides real-time bond portfolio pricing information from the Toronto Stock Exchange.
 - Developed several small utilities via Visual Basic .Net to assist on-site project management team by automating some time-entry related administrative responsibilities.
 - Spent 3 months assisting in design and development of a new, proprietary enterprise-class Java J2EE-based Content Management System.
- **Key Concepts and Technologies:** Classic ASP; COM+; Hibernate; HTML; ITIL practices; Java/J2EE; Javascript; Microsoft .Net framework; N-tier component based architecture; source code control; Spring Framework; SQL PL; SOAP; test cases; third-party software support; UML; Visual Basic .Net; Visual Basic 6; web development; web services; XSL-FO; XSLT; XML
- **Significant Tools Used:** Apache Cocoon; Apache Tomcat; Ant; DB2 command line tools; Eclipse; IIS; Microsoft Office; Visual Studio 6-.Net 2000; SVN; Visual Source Safe
- **Database:** DB2

Resolution Specialist, Convergys Customer Management Inc. September 2004 - November 2006

- Provided assistance to customer service representatives on difficult calls.
 - Responsible for handling escalated call situations.
 - Previously responsible for answering customer calls regarding billing and technical issues.
 - Developed several small Office VBA scripts used to increase on-site efficiency.
- **Key Concepts and Technologies:** Customer advocacy; VBA development
- **Significant Tools Used:** Microsoft Office; proprietary customer management software

FORMAL EDUCATION

- Bachelor of Science in Computing Science, University of Alberta, 2012
- ITIL Certified

TECHNICAL

- **Languages:** ASP/ASP.Net, C, C#, C++, COBOL, CSS, ECMAScript (JavaScript), HTML, Java/J2EE, JQuery, JSP, Lisp, Pascal, Perl, PHP, Prolog, Python, RISC Assembly, SQL, Visual Basic, XML (incl. XSL-FO, XSLT, etc)
- **DBMSs:** DB2, MySQL, Oracle, SQL Server 2000-2010
- **Environments:** Visual Studio 5/6/.Net 2000-2010, Eclipse/RAD/Jazz
- **Operating Systems:** MS Windows 3.1-7, Linux/Unix/BSD, OS X
- **Tools & Technologies:** Apache, Bash/Busybox scripting, Crystal Reports, CVS, Drupal, Facebook Graph, Git, Inno scripting, NSIS scripting, OAuth, PayPal API, SSRS, SVN, Vault, Visual SourceSafe, Wordpress, etc

SKILLS

- Over 5 years professional experience with a large and varied range of technologies including: VB/ C# .Net, C++, Java, SQL, XML & related technologies, ASP, HTML/CSS/Javascript, JSP, Crystal Reports, COM+, COBOL, LAMP-stack technologies and several others
- Professional experience with enterprise-class concepts and tools such as: Hibernate, N-tier architecture, multi-user server-client performance optimization, Spring Framework, etc
- Professional experience with project management, resource coordination, documentation and other administrative tasks
- Over a decade and a half of hands-on experience with development in innumerable languages on a hobbyist basis
- Formal training with Java, C-derived languages, SQL and many other languages
- Well versed in advanced machine learning concepts, particularly SVM-based methods
- Experience with Visual Studio .Net & Eclipse Swing/SWT GUI-building tools (including custom controls) as well as web-based GUI development
- Extensive experience with a wide variety of programming IDEs and operating systems
- Strong personal interest in open-source tools and technologies

REFERENCES

Available upon request