

SHELDON D'SOUZA

Web Developer

Grad Dip. in IT | Bachelor of Mass Media | Dip in Web Development

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CAREER SUMMARY:

- 8 years experience in web development and web support roles.
- Build relationships to support customer enquiries through to resolution.
- Passionate about creating interactive applications and experiences on the web.
- Enjoys fast paced collaborative work environments.
- High performing valued employee.
- Proven history of working under pressure meeting all deadlines.

LANGUAGE SKILLS:

- | | | |
|--------------|--------------------------|--|
| • HTML | • Vue | • Wordpress |
| • CSS | • NodeJs | • SilverStripe |
| • Javascript | • Git | • Shopify |
| • PHP | • Github / Gitlab /Buddy | • Craft CMS |
| • MySQL | • Postman | • HubSpot |
| • JQuery | • Cypress | • Google / Facebook
Ads & Analytics |

BUSINESS / CUSTOMER SKILLS:

- Problem Solving/Analysis and design.
- Taking design brief and working it into an interactive website.
- Using agile methodology.
- Continuous improvement, always thinking of what's next.

SYSTEM SKILLS:

- | | |
|---------------------------------------|-----------------------------|
| • L1 & L2 Support | • Server & Website Patching |
| • Laptop / Desktop Provisioning | • Linux |
| • Office 365 & Windows Support | • Powershell |
| • Active Directory Management | • VMware |
| • Server Provisioning & Configuration | • Proxmox |

CAREER HISTORY:

Web Developer

Dec 2024– Present

Freelance

- Consulted on and built websites for numerous clients including Remedi Solutions, Resiliency Collective NZ, Southern Car Importer, etc

Web Support Developer

Jun 2022 – Nov 2024

Studio Publica, Christchurch

- Managed and resolved all incoming support requests including client communications.
- Full stack development of websites on various PHP based CMS including Wordpress, SilverStripe, Craft CMS as well as Shopify.
- Monitored, maintained and patched all client websites and hosting server.
- Set up internal software and developed workflow automations. (Slack, Zendesk, Scoro, Snipe IT, etc)
- Curated knowledgebase and developed documentation for websites and server configurations, usage and procedures.

Key Achievements:

- Recognized the need to enhance internal workflows and implemented integrations between key systems such as Slack, Scoro CRM, Zendesk, and Asset Management tools. These integrations significantly improved efficiency and streamlined processes across the organization.
- Led the creation of documentation for managed websites, applications, and support tasks to minimize future inefficiencies and ensure continuity for new developers.

Web Developer & NOC Support

April 2020 – Nov 2021

Voyager Internet, Auckland

- Worked in an agile development environment maintaining legacy HD websites, dockerizing & adding them to Gitlab, automating the CI/CD process.
- Created automated Cypress tests cases & plans.
- Provisioning and management of physical servers as well as cloud VMs via VMware and Proxmox.
- Provided L2 & L3 support internal employees. Managed desktop and laptop procurement, provisioning and support & Azure AD user management using Powershell.
- Implemented automated server patch management and monitoring system for all hosted servers.
- Constructed an IT asset management workflow. Deployed Snipe-IT, maintaining an inventory of assets.
- Curated knowledgebase and developed documentation for application configuration, usage and procedures.

Key Achievements:

- Dockerised all HD websites and implemented auto deployment using GitLab CI/CD pipelines.
- Set up a patch monitoring and patch management for all managed servers using Automox.
- Created an asset inventory system using Snipe-IT

Web Developer

July 2016 – April 2020

HD Net, Auckland

- I was responsible for all visual design for HD Group, developed all visual collateral logos, website design and branding material and guidelines.
- Developed and maintained websites for HD Net, Unlimited internet, Hardware Hub, HD Coin etc as well as for external clients. Designed microsites, contest & offer pages, logos, banners & adverts, created/edited videos for marketing promotions, website graphic materials, e-mailers, marketing & branding materials.
- Managed Google & Facebook Ad campaigns and compiled campaign analysis & website usage reports.
- Managed and oversaw the complete running of Hardware Hub, an online refurbished hardware store, website design and maintenance, warehouse & inventory management, sales and marketing.
- Assisting the NOC & Datacenter team with systems engineering and networking tasks as required.

Key Achievements:

- Initiated creation of Hardware Hub, an outlet to generate revenue by selling decommissioned hardware from the datacenter via its own website as well as Trademe. Created an Opencart CRM website tracking sales and ran email campaigns for product sales.

Web Developer

Feb 2015 – July 2016

Iglu Solutions, Auckland

- Worked on designing and developing websites for clients based on Wordpress & Magento CMS using HTML, CSS & JavaScript. Also created all website banners, icons & other graphics using Adobe Photoshop & Illustrator.
- Administration of over 200 websites and domains for the clients.
- Handled customer support and queries via phone and emails.
- Set up and managed Google Adwords campaigns and reports based on Google Analytics.
- Created Proposals for clients using custom created mockups, wireframes, flow charts & infographics.

Also worked in additional roles as a Web & Graphic Designer, Web Administrator and PC & Network Technician between 2003 and 2013

EDUCATION:

Graduate Diploma in Information Technology Wellington Institute of Technology	July 2014
Diploma in Web Development TeknoPoint, Mumbai	October 2012
Bachelor of Mass Media (Advertising) University of Mumbai	July 2009
Diploma in Web Design & Multimedia Arena Multimedia, Mumbai	June 2008
Diploma in Hardware and Networking SoftPro Education, Mumbai	August 2003

REFEREES :

List provided upon request