

Pat Macpherson

There are two hard things in computer science: cache invalidation, naming things, and off-by-one errors.

Education

1999–2004 **B.Sc. (Computer Science)**, *University of New South Wales*, Kensington, NSW, Australia.

Relevant Coursework

computer science Networking, issues and ethics, object orientated programming, software engineering, software construction, artificial intelligence, data organisation and databases.

Experience

2009–Present **Developer / Senior Developer**, *Boomworks*, Camperdown, NSW, Australia.

Responsible for the design and development of CMS backed websites. At the beginning of a project I would be involved with deciding on a project architecture and estimating the time and resources needed. I would lead the development team during the site build, and would liaise with the client around quality assurance and user acceptance testing.

As we are a small team, I have also been involved in the day to day IT support, the on-call support of business critical client infrastructure and assisting with content management strategies.

Major clients include RAMS Home Loans, Dymocks Childrens' Charities, Lifehouse at RPA and Kelly OCG Consulting. Smaller projects have included clients such as Telstra, the National Rugby League and Tattersalls Club.

Accomplishments included:

- Managing a small team (2-3 coders) during active development phases of major projects.
- Building several greenfield websites and maintenance / extension of several brownfield websites
- Driving process improvements to improve efficiency in the development team
- Analysis of business needs in order to provide targeted solutions that best fit the client's needs

2006 – 2008 **Developer**, *Beyond Software Development*, Sydney, NSW, Australia.

Initially taken on as a trainee programmer, I was involved in the design, implementation and maintenance of several web applications. Our customers were varied in both size and nature. As a coder, I was involved in developing new functionality, fixing bugs and reviewing the code of other team members.

For several months, I oversaw the development of a large background checking web application and the transition of it's development to another overseas development team.

As a relatively small company, I was required to have strong knowledge and skills of all aspects of web applications, not just coding, from liaising with hosting companies and setting up web servers, to database maintenance and higher level support.

Accomplishments included:

- Overseeing maintenance and expansion of a large scale .NET web application.
- Leading project development both as part of a team and solo.
- Providing higher level support and web site maintenance
- Working on projects with critical security, privacy and financial considerations.
- Implementing build, backup, auditing and recovery processes.
- Database maintenance, including data recovery, query profiling and performance tuning.
- Creating and maintaining web services.
- Overseeing and improvement of release processes.

2006 – 2006 **Quality Assurance Analyst**, *Simbient*, North Sydney, NSW, Australia.

Simbient offers customised business solutions, and was going through a growth period during my tenure. I was employed to establish quality assurance processes, as part of a larger process overhaul.

The growing size of the business had made it harder to ensure consistent quality, and necessitated changes to unscalable practices. I was involved in setting up an independent testing and quality assurance process, including setting up test plans, giving feedback to developers and reporting to management.

Accomplishments included:

- Documenting and design of test strategies
- Active involvement in large scale .NET projects
- Exploratory testing of websites and GUI applications
- Analysis of issues raised in UAT
- Responsible for building of deliverables
- Administration of issue list using MS Sharepoint
- Researching and advising on best practice processes and metrics

2004 – 2006 **Software Test Analyst**, *Redmap*, North Sydney, NSW, Australia.

Hired as the first full-time tester at Redmap, my responsibilities included application testing, high level customer support, documenting test criteria and refining requirements.

Accomplishments included:

- Improving the use of issue tracking software, through refining, establishing and documenting of standard processes.
- Documenting standard test plans, including critical path testing, 'smoke' tests, and regressive testing; for use by others and for verification of testing coverage.
- Liaising with clients regarding acceptance testing and requirement fulfillment.
- Planning for future automation of some tests.
- Development and testing of small-scale integration tools, and refining these into a product offering.
- Being actively involved in the development team of several major software releases, including design, obtaining user feedback and iterative testing.
- Being involved in the establishment of a requirement management system, and documenting the current state of an application.
- Advising management of current and emerging testing concepts, including best practices, methodologies and discussion points.

2001 – 2002 **Administrative and I.T. assistant**, *Deloitte Touche Tohmatsu*, Sydney, NSW, Australia.

This role involved providing both specialist I.T. and general administrative support to a consulting business line.

My responsibilities included:

- Providing first level support for business line specific software, and liaison with the national I.T. department on problems that arose from the specialist use of regular software.
- The generation and technical design (using Brio) of monthly reports and charts on the business line's projects and performance. This involved establishing report specifications, and developing an understanding of project accounting and processes.
- User acceptance testing of major updates to document management application, including liasing with users and the vendor.
- Assessing and providing office and I.T. requirements for staff and projects.
- Setting up computers, projectors, LANs and telephones etc for training sessions, meetings or presentations.
- Set-up, maintenance and backup (including offsite) of business line servers (Windows (NT, 2000), Linux, Solaris)
- Management and update of business line web page.
- Assisting with general office duties.

Technical Experience

Proficient With

languages C#, SQL
technologies Ektron, Subversion, ASP.Net, MS-SQL Server

Have Experience With

languages Perl, PHP, Javascript, Java
technologies Git

Voluntary Work

1999–2003 **University of N.S.W. Hockey Club**, *UNSW*, Kensington, NSW, Australia.

- 2000-2002 General committee member
- 2002 Vice President
- 2002-2003 Inter-varsity team manager

These positions involved communication with members, fund raising and the overseeing of club operations.

1999–2003 **University of N.S.W. Sports Association**, *UNSW*, Kensington, NSW, Australia.

- 2003 Executive member

This association has an approx. budget of \$2.5m p.a. As an executive, I was responsible for ensuring accountable and beneficial spending, as well as formulating and deciding on long-term policies and directions.

Hobbies

Guitar, robotics, rock climbing, fatherhood