Jyhe Mark

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Technical skills summary

- Backend development in .NET with C#
- Planning, development, and maintenance of new and legacy microservice / distributed systems, and monoliths.
- Public and internal API design and development.
- Systems integrations.
- Working familiarity with
  - HTML, SCSS, JavaScript, TypeScript, React Native
  - Java, SQL, PHP, WordPress, C++
  - Azure, Kubernetes, AKKA.NET, Terraform
- Native English speaker, B2 level Norwegian

Employment History

Senior Developer　　　　　　　June 2023 – Now
Backend .NET Developer　　　　April 2021 – June 2023
Hurtigruten Group, Oslo

- Led the development and deployment of an in-house API management solution, replacing RedHat's 3Scale to manage our 10,000+ API consumer accounts. This tool resulted in significant cost savings by eliminating the requirement for third party management tools and provided greater power and flexibility to tailor our tools to our specific use cases.
- Worked on the creation of a new B2B Partner API. This involved working together with the team to understand the new requirements of both our business and our tech partners, as well as challenges and issues with the existing partner API, to create a new API that would serve sailing and booking information, as well as integrating with our internal systems to allow for booking into our primary booking engine.
- Worked together with our Salesforce developers to digitise and automate the sending, receiving, and processing of customer manifest forms for the ships, the result of which was a massive increase in productivity for the customer service and fulfillment teams who were previously manually handling 260,000 of these forms per year.
- Lead the API and system integrations team with a focus on integrating third-party systems and exposing APIs for front-end consumption that would enable us to move away from the legacy WinForm booking client and towards a fully featured WebApp.
- Lead the development of the Sabre Flight GDS integration project with Hurtigruten's booking system to allow for live searching of flights, and flight booking imports from within the booking system.
- Developed new and maintained existing features for the primary booking engine, and its supporting services.
- Helped in design and development of breaking up existing monolithic applications into distributed systems leveraging RESTful APIs, Kubernetes, and Azure ServiceBus.

Analyst Developer　　　　June 2020 – November 2020
Interfi Systems, Geelong

- Contributed to converting our legacy online banking self-service platform into a modern and responsive React web app.
- Lead in the development of converting our banking web app into a progressive web app to be installed on mobile devices.
- Development and maintenance of the company's flagship financial platform and features.
- Communicating with clients about their requirements to effectively turn these into features of the system.
- Level 3 client technical support, including remote server administration and database management.

Employment History (cont.)

Junior Web Developer   November 2019 – April 2020
GOOP Digital, Geelong

- Developed a WordPress plugin for embedding Instagram Feeds to webpages which utilised the (at the time) new Instagram BasicDisplay API following the deprecation of the legacy API, decreasing Instagram feed implementation time by 33%.
- Developed custom WordPress themes according to client requirements.
- Continued development and maintenance of websites if client later requested extra features / changes.

Sales Assistant   October 2018 – July 2020
Home Timber & Hardware, Drysdale

- Developed and implemented a trade account management system to replace paper system managing over 100 accounts utilising a Raspberry Pi MariaDB Server and a custom-built Java application deployed on four Point of Sale systems and three admin machines throughout the store.
- Restocking, handling money, general maintenance, and upkeep of the store
- Help customers to find suitable products according to their DIY and Home Maintenance requirements.

Education & Qualifications

Bachelor's Degree in Information Technology   Graduated: 2024
Deakin University, Waurn Ponds, VIC

- Majored in Application Development
- Interned for 5 weeks at Gieman IT Solutions. During this time, I was able to impart my own Kubernetes knowledge onto the team there, and helped spearhead their migration to Kubernetes hosting for their own services and solutions.
- Backend team lead and company mentor for external start-up client Food Remedy. Lead the development of their API services and communicated directly with external client to understand business requirements.
- Broadly covered development topics such as intermediate object-oriented programming, data structures and algorithms, user interface, dynamic web development for both desktop and mobile, multi-touch mobile applications, data warehousing
- Broadly covered networking topics such as cybersecurity, server administration in both Unix and Windows based servers, small to medium office networking and cloud computing
- Broadly covered topics such as managing IT projects, quality assurance, copyright and ethics, privacy, sustainability in IT