Mark Janiczak

Web Developer   E: mark@janiczak.me
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I'm a budding web developer with multitudes of experience in vastly different fields. Currently, I spend most of my spare time helping talented individuals and blossoming businesses with improving the design and experience of their websites as well as optimising them for speed and search results. I have spent the last two years familiarising myself with the world of ecommerce while working in a support role for Neto eCommerce.

I am currently studying part-time at the University of Queensland (UQ) where I study IT and mechanical engineering. It's there that I quickly found I had a passion for consulting, data structures, analytics and all things web. While I'm in no hurry to graduate as I enjoy working while studying, at my current pace I expect to graduate in 2019.

WORK HISTORY

Neto eCommerce   Feb 2017 – Current
Web Application Support

Neto is a SaaS eCommerce platform that strives to consolidate a business' retail requirements. I provide support for the software which includes the platform's eBay integration, shipping integrations and inventory system.

Within a few months I started work within the integrations team where I provided support for Neto's Xero, MYOB, Unleashed and SAASU integrations. This required me to demonstrate Neto to customers' bookkeepers and accountants; often providing advice on how to best configure the accounting integrations to best suit their needs. In addition, customers also sought instruction on how to best reconcile transactions, payments and stock with their respective accounting platforms.

Duties
- Troubleshooting shipping integrations
- Configuring shipping rates tables for Australian carriers including Auspost, Fastway and Couriers Please
- Tweaking front end designs of webstores and eBay templates
- Performing user testing for bug fixes and features
- Documenting troubleshooting guides
- Reporting software bugs and providing insights into customers' priorities for fixes
- Assisting bookkeepers and accountants with reconciling orders, payments and stock in integrated accounting systems

Integrated Solutions Group Queensland (ISGQ)   July 2015 – Feb 2017

Consultant

Integrated Solutions (ISGQ) provide managed IT services for small to medium sized businesses throughout Australia. I was hired at ISGQ off the back of my employment at RoyalCDS when the company decided to outsource all of their IT needs. Here I quickly learnt to use and successfully administrate many Microsoft technologies which I had never used before; Office 365, SharePoint, Windows Server.

 regularly provided insights into development practices and assisted in refreshing the company website.

Duties
- Performing routine maintenance on Windows workstations and servers
- Managing client Office 365 instances including user administration, reporting and SharePoint sites
- Providing help desk support to end users
- Documenting technical information and resolutions in tickets
- Performing technical troubleshooting
- Monitoring and maintaining client sites through LabTech
- Monitoring and maintaining client backups
- Providing onsite technical support in formal office environments
- Developing informative metrics and information in a JIRA ticketing system
- Developing a front-end Node application utilising the JIRA REST API
- Developing VBA, PowerShell and batch scripts to automate common tasks
- Recommending hardware and software based on client requirements

RoyalCDS   Nov 2014 – July 2015

IT Help Desk/Technician

RoyalCDS is an Australian food distribution company that didn't have any in-house IT support before I was hired. Day to day I would be doing standard support tasks such as setting up workstations and accounts for new employees, troubleshooting issues with their core software (Office, Pronto, Zimbra), and basic reporting.

Later in my employment, I began looking at how the staff were working and provided recommendations where I could improve their workflows; scripting common tasks within Excel and Pronto, documenting standard processes and issues to name a couple.

Duties
- Assisting employees with issues relating to windows and software i.e. troubleshooting
- Assembling and preparing workstations for new users
- Domain administration
- Updating and developing electronic forms i.e. order forms
- SQL database reporting
- Excel reporting
- Initiating critical reviews of IT processes and procedures
- Advising solutions for new/improved processes
- VBA programming/script writing

EDUCATION

University of Queensland   2012 - Present

Bachelor of Mechanical Engineering and IT