

# Dallas Smith

✉ dallasagsmith@gmail.com ☎ 2893140013 🌐 <https://github.com/DallasSmith1>

🌐 <https://www.linkedin.com/in/dallas-smith1/> 🔗 <https://dallassmith.net/>

## Profile

Highly motivated and skilled software developer with a strong background in object-oriented programming, database development, and user interface design. Proficient in creating AODA-compliant interfaces, managing real-time data updates, and developing automated systems. Recent graduate from Durham College with honors in Computer Programming and Analysis. Proven ability to work independently and in team settings, with hands-on experience in developing practical solutions for real-world problems. Seeking to leverage technical skills and enthusiasm for continuous learning to contribute to a dynamic team.

## Summary of Qualifications

- Quick learner and always eager to expand knowledge.
- Proficient in Microsoft Azure and Cloudflare, utilizing their services effectively.
- Experience with developing AODA-compliant user interfaces.
- Strong background in software development and problem-solving in a variety of languages and frameworks.
- Knowledgeable in server setup and networked storage solutions.
- Adept at working independently and as part of a team.
- Extensive experience with object-oriented programming in multiple languages.
- Comprehensive knowledge of computer hardware and operating system setups.
- Significant experience in database development and maintenance.
- Experienced in creating automated systems and bots.
- Practical experience in managing live data and integrating real-time updates.
- Proficient in managing support tickets and resolving user issues efficiently.

## Professional Experience

09/2024 – present

### **TD Bank, IT Operations Analyst**

- Monitors TD services using Omnibus for alerts and ServiceNow for incident management, generating and handling incidents.
- Evaluates Service Desk issues to identify connections to ongoing changes and links incidents to the appropriate records.
- Utilizes PagerDuty during outages to page and coordinate multiple teams, ensuring effective communication and resolution.
- Provides summaries of emergency calls involving cross-company collaboration.

04/2024 – 05/2024

### **Durham District School Board, Software Developer - Internship** 📄

- Engineered a streamlined DIAC summer camp program registration system using ASP.NET Core.
- Engineered and oversaw a robust database system using SSMS, ensuring secure storage and retrieval of essential data including student profiles, course offerings, and enrollment records.
- Created a sophisticated algorithm for course selection that maximizes student preferences, delivering a personalized and efficient registration process.

## Education

01/2022 – 04/2024

### **Ontario College Advanced Diploma, Durham College - Honors** 📄 Computer Programming and Analysis

## Projects

### **My Transit, GO Transit App** 📄

- Developed a mobile application using Flutter and a desktop application using Tauri with React JS.
- Integrated the Go Transit API to enable users to search and track train and bus trips.
- Implemented features for saving trips and monitoring live GPS updates for GO Trains or Buses.
- Provided detailed trip information including stops, arrival times, prices, and ticket purchase options.

## Interests

---

### Esports

- Retired professional Rocket League player with extensive experience in competitive online and in-person tournaments.
- Achieved significant success, earning prize money and a scholarship for school through exceptional gameplay.
- Featured in multiple news interviews, highlighting dedication and skill in the esports industry.