

# John Marquard

June 2024

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## EXPERIENCE

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### SMASH Inc

Aug 2022 — Present

Board Director

SMASH Inc runs SMASH!, Australia's premier Japanese pop culture convention. SMASH Inc is a NFP charity.

- Responsible for \$1.6M+ revenue, and delivery of 2023 convention (35k+ attendees, 100+ businesses)
- From 2022 to 2023, increased attendance by 25% to 35k, increased revenue 45% (\$1.12M to \$1.62M)
- Leading organisation of 250+ staff, managing and leading 12 directors, and hiring executive directors
- Overhauled financial planning to support long-term strategy and financial stability

### Brighte

Dec 2021 — Aug 2022

Software Engineer

Brighte is a fin-tech company providing sustainable energy financing to Australian homes & businesses.

- Built and supported Brighte's backend financial systems (predominantly LMS integration), developer tools (AWS deployment), and our dev-ops systems (monitoring, alerting) — Typescript, NodeJS, AWS

### Employsure

July 2018 — Dec 2021

Software Engineer Team Manager | Feb 2021 — Dec 2021

Employsure provides employment and WHS legal advice to Australian small-medium businesses.

- Hired, onboarded, and managed the Software Team of 3
- Led, managed, architected, and built projects:
  - Document Delivery Service with AWS, BigQuery, Sendgrid; service reliability (99.9%+), reduced customer complaints (13%), provided new features to delivery team (reporting, flagging issues, adaptability, scalability)
  - Salesforce Org Sync using BigQuery and AWS; reduced sync time (62x, 3.5 hr to 5 min), reduced errors (94%)
  - Employee Time Management App using (Power Apps, Power Automate, BigQuery); Automated 1.5 FTE work

Software Engineer | July 2018 — Feb 2021

- Architected & developed bespoke applications in support of business functions:
  - Document Validation using AWS, python, and BigQuery; decreased FTE (94.6%), reduced document errors (99%), faster lead time (100.8x, 3 weeks to 5 hours)
  - Lead API using Apigee, AWS, Salesforce; increased response time (~131x), decreased FTE (80%), improved qualification time (over 200x), reduced sales complaints (~87.8%)
  - Telephony Prototype with Twilio, Salesforce, AWS; Enabled business to effectively evaluate transformation cost

## EDUCATION & EXTRACURRICULAR

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Bachelor of Science (in Computer Science)

2018, University of New South Wales

UTS Taekwondo Club President

Dec 2023 — Present

## SKILLS, TECHNOLOGIES & INTERESTS

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<b>Skills</b>	Programming (backend), project management, strategic planning, software architecture, financial planning, agile
<b>Technologies</b>	AWS, Salesforce, BigQuery, GCP, Apigee, Sendgrid, Tableau, Docker, Power Apps, Power Automate, CWK, Terraform, serverless, Node.js, Datadog, OpsGenie, CircleCI, Prisma
<b>Languages</b>	Typescript, Python
<b>Interests</b>	Camping, Hiking, Movies, Diving, Taekwondo, Cooking, Anime, Music