

Jason Crabtree • Software Engineer • Auckland, New Zealand

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PROFESSIONAL SUMMARY

Passionate software engineer with 3 ½ years of experience, including 2 ½ years specialising in frontend development and 1 year building expertise in full-stack technologies, like APIs and backend systems. Consistently recognised with internal awards for communication, teamwork, leadership, and excellence.

TECHNOLOGIES & ACHIEVEMENTS

Languages: C#, JavaScript, TypeScript, SQL, GraphQL, React, Next.js, .NET, Angular, Node.js, CSS

Tools & Technologies: REST APIs, OOP, Git, GitHub, Tailwind, SQL Server, Postman, Figma, Jest

Achievements: IAG Department Awards, H&D Teamwork Awards, Toastmasters, Half-Marathons (3)

PROFESSIONAL EXPERIENCE

Full Stack Developer

Cortex

Auckland, New Zealand

May 2024 - Present

Microsoft partner that builds bespoke, data-driven custom software solutions for SMBs for ANZ and UK

- Implemented full-stack features in C#/JavaScript for 6 .NET MVC projects, working on UI, APIs, data modelling, styling, and database layers, including testing, QA, and production deployment
- Built a web-socket-based logistics dashboard providing real-time truck-loading updates, informing warehouse staff of actions required, and displaying historical insights alongside team tech lead
- Developed and added to 4 console applications responsible for email and report management
- Contributed to a dynamic appointment scheduling app that integrates external calendar systems, event emails, and resource management (~15) in an overall business management system

Frontend Developer

Hype & Dexter

Auckland, New Zealand

May 2021 - Jan 2024

HubSpot partner specialised in CRM-data and API-integrated web applications and CMS websites

- Technical lead on 4 medium-complexity business dashboards (6-12 weeks) using JavaScript, Node.js, and APIs integrated with CRM data. Timely delivery to satisfactory technical requirements
- Developed 8 unique CMS-based marketing websites (~6 weeks per), collaborating with scrum teams of PMs, designers and backend engineers to achieve client-specific goals and requirements

Insurance Australia Group (IAG)

Oct 2014 - Jan 2019

- **CX Design Lead:** Ran customer journey analysis and process improvement streams *11-months*
- **Customer Insights Consultant:** Analysed NPS data to inform executive decision-making *1-year*
- **Senior Claims Handler:** Complex claims, enterprise digital transformation project SME *8-months*
- **Claims Handler:** Ongoing caseload of ~150-200 vehicle, property and contents claims *2-years*

Emergency Services Call Handler, St John Ambulance

Sept 2012 - Aug 2014

EDUCATION

Bachelor of Arts (B.A.), Psychology - Massey University, New Zealand

Feb 2009 - July 2012