

# Craig Pestell

## Senior Computer Systems Analyst

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## Professional Summary

Senior Computer Systems Analyst with 15+ years of experience analyzing and designing complex enterprise-scale computer systems for global organizations including Apple, Google, and Macy's. Expert in evaluating organizational data processing needs, architecting scalable system infrastructures, and optimizing information workflows to deliver high-value technical solutions.

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## Professional Experience

### Senior Computer Systems Analyst

[Apple Inc.](#)

Aug 2024 - Present

Analyzing enterprise-level system architectures and optimizing embedded software engineering workflows and mission-critical hardware testing processes through comprehensive systems evaluation and documentation

- Analyzed complex organizational workflows and system requirements to optimize embedded software engineering processes and hardware testing infrastructure
- Evaluated business and technical requirements in collaboration with cross-functional teams to design scalable system architectures for high-volume test data processing
- Documented technical specifications and system interfaces for backend services to support automated data analysis and performance monitoring requirements

*Technologies: TypeScript, Next.js, React, Python, Docker, Kubernetes*

### Senior Computer Systems Analyst

[Healthcare Technology Startup](#)

Jul 2023 - May 2024

Performed comprehensive feasibility studies and systems analysis for AI-powered healthcare platform to optimize operational workflows and reduce infrastructure costs through detailed requirement analysis and system evaluation

- Conducted feasibility studies and comprehensive systems analysis to evaluate organizational requirements for AI-powered healthcare platform optimization and cost reduction
- Analyzed and documented system-wide requirements for customer subscription management infrastructure, evaluating technical approaches and integration points
- Evaluated security and data integrity requirements, documenting enterprise-grade authentication system specifications across distributed application ecosystem

*Technologies: TypeScript, Next.js, NestJS, Python, Azure, Auth0*

### Senior Computer Systems Analyst

[Google Inc.](#)

Feb 2022 - Oct 2023

Conducted comprehensive systems analysis and evaluation for silicon chip design collaboration platforms utilized by over 20 global engineering teams, focusing on architectural requirements and workflow optimization

- Conducted detailed systems analysis to evaluate collaboration workflow requirements for silicon chip design specifications across 20+ global engineering teams
- Analyzed business and technical requirements, creating technical specifications and wireframes for Fuse Manager application to ensure architectural alignment with design requirements
- Evaluated system-wide performance requirements and architectural trade-offs, providing recommendations for critical design decisions and standards adherence

*Technologies: Angular, TypeScript, Python, RxJS*

## Senior Computer Systems Analyst

Williams Sonoma

Oct 2020 - Dec 2021

Led comprehensive systems analysis and evaluation of legacy e-commerce platform to identify optimization opportunities and system modernization requirements for scalability and performance improvement

- Conducted systems analysis and evaluation of legacy monolithic e-commerce platform to identify architectural inefficiencies and modernization requirements
- Analyzed system requirements for component-based architecture and CI/CD pipeline integration, documenting technical specifications to ensure high system availability
- Evaluated migration strategies and assessed performance impact of system modernization, providing recommendations for platform transformation

*Technologies: Vue.js, Node.js, TailwindCSS, SASS, Jest*

# Professional Experience

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## Senior Computer Systems Analyst

[Macy's](#)

Feb 2015 - Apr 2020

Analyzed enterprise-scale system requirements and designed scalable system architecture to serve millions of users, evaluating performance optimization opportunities and system integration needs

- Analyzed system requirements and performance characteristics to design enterprise-scale platform architecture capable of serving millions of users
- Evaluated server-side system performance requirements, analyzing REST service and application optimization opportunities within cloud-based infrastructure
- Analyzed developer workflow requirements and documented system tooling specifications to standardize onboarding procedures and technical processes

*Technologies: React, Redux, GraphQL, Node.js, Java, Webpack, SASS*

## Lead Full Stack Developer

[Kali Protectives](#)

Jan 2016 - Oct 2019

Independently delivered comprehensive e-commerce platform and brand digital presence for sports equipment manufacturer

- Collaborated with marketing team to establish compelling brand identity and comprehensive style guide
- Architected and implemented robust Node.js REST API providing scalable data endpoints
- Integrated Cloudinary for advanced image optimization delivering superior responsive web performance

*Technologies: Node.js, Express, PostgreSQL, Handlebars, TinyMCE*

## UI Developer

[Autodesk](#)

Sep 2014 - Dec 2015

Developed features for customer subscription portal enabling Autodesk's transition to Software-as-a-Service model

- Built customer subscription management features allowing users to purchase and manage Autodesk product subscriptions
- Collaborated within Agile development team to deliver high-quality user interface components
- Implemented responsive web design using modern frontend technologies and frameworks

*Technologies: jQuery, Backbone.js, Require.js, Bootstrap, Node.js, HTML5, CSS3, Jasmine, Gulp, Grunt, LESS*

## Software Engineer

[Google Inc.](#)

Feb 2012 - Sep 2014

Developed and maintained Google Unified Ticketing System (GUTS), a high-performance internal application serving over 10,000 requests per second

- Maintained 99.9% uptime for critical internal ticketing system processing 10+ million records
- Converted legacy code for 100+ ticket forms to modern, refactored framework architecture
- Designed and implemented mobile frontend for GUTS ticketing system improving accessibility

*Technologies: Python, JavaScript, Google Closures, Fava Framework, Oracle DB, BMC Remedy*

# Professional Experience

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## Web Developer

### [Race Face Performance Products](#)

Jun 2008 - Aug 2016

Developed and maintained comprehensive web ecosystem for mountain bike component manufacturer including public catalogs and distributor portals

- Managed complete web application infrastructure across development, staging, and production environments
- Created online product catalogs serving both public customers and distributor networks
- Implemented email marketing campaigns reaching thousands of recipients with measurable engagement

*Technologies: PHP, MySQL, WordPress, jQuery, HTML, CSS, JavaScript*

## Web Developer

### [TIC / The Cooperators](#)

Feb 2006 - Sep 2013

Developed multiple web applications and services for domestic and international travel insurance operations

- Created and maintained several intranet applications supporting travel insurance business operations
- Developed online claims submission systems streamlining customer service workflows
- Built public-facing websites serving thousands of customers seeking travel insurance policies

*Technologies: PHP, MySQL, JavaScript, SOAP, XML, HTML, CSS*

## Web Developer

### [Hayes Bicycle Group](#)

Jan 2009 - Dec 2009

Developed comprehensive website featuring product catalog, blog posts, and hierarchical page structure for bicycle component manufacturer

- Collaborated with marketing team to build fresh website with dynamic product catalog
- Implemented PHP/MySQL backend for dynamic content delivery and page management
- Optimized images and file formats for responsive web design using early optimization techniques

*Technologies: PHP, MySQL, WordPress, HTML, CSS, JavaScript*

## Web Developer

### [iWasteNot Systems](#)

Jan 2008 - Dec 2010

Developed web and mobile software solutions to assist businesses in waste reduction and environmental sustainability

- Built environmental recycling web portal used by private companies and local governments
- Implemented features to reduce waste, save costs, and generate alternative energy insights
- Developed SOAP web services for integration with third-party environmental systems

*Technologies: PHP, XML, HTML, CSS, JavaScript, SOAP*

# Professional Experience

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## Software Consultant / Developer

[Engine Digital](#)

Jan 2005 - Dec 2006

Provided consulting and development services for digital marketing consultancy, extending their technical capabilities

- Developed PHP and MySQL Content Management Systems for life insurance industry
- Created CSS for mobile website implementations using early responsive design techniques
- Built multiple marketing campaign websites for diverse client portfolio

*Technologies: PHP, MySQL, HTML, CSS, JavaScript, Bootstrap*

## Software Consultant / Developer

[Core Solutions Software](#)

Jan 2002 - Dec 2004

Designed and developed custom software solutions for customers across various industries including education administration

- Developed web-based education administration and student information system for Durham District School Board
- Created application components to track student attendance, curriculum scores, and cumulative grades
- Designed and implemented global search feature to align with legacy FileMaker application functionality

*Technologies: PHP, MySQL, HTML, CSS, JavaScript*

## Software Developer

[UV Media](#)

Jan 2000 - Dec 2002

Designed and developed wide range of web-based software solutions using PHP and MySQL for diverse corporate clients

- Developed reusable software components for rapid application development
- Created multiple product catalogs for variety of corporate clients using PHP and ColdFusion
- Built Recreational Hockey League application for player statistics, metrics, and tournament management

*Technologies: PHP, ColdFusion, MySQL, HTML, CSS, JavaScript*

## Software Consultant / Developer

[Canada Reconnect](#)

Jan 2000 - Dec 2000

Designed custom software solution that streamlined telephone service reseller's customer files, accounting, and call center operations

- Built comprehensive call center application serving 40+ staff members
- Created distance calculation tool for finding customer payment locations (pre-Google Maps era)
- Designed reports providing metrics to guide TV commercial spending and targeting decisions

*Technologies: MS Access, VB Script*

# Professional Experience

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## Software Developer

[Ucora Corporation](#)

Jan 1998 - Dec 2000

Participated in design and development of medium-sized database applications for large corporate clients including AXA, BC Rail, and BC Supreme Courts

- Developed fixed-cost database applications requiring complete upfront requirements analysis
- Worked with major enterprise clients across diverse industries and government sectors
- Gained early experience in enterprise software development and client relationship management

*Technologies: MS Access, VB Script, ColdFusion*

## Technical Skills

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React, TypeScript, JavaScript, Next.js, Vue.js, Angular, Node.js, Python, Java, TailwindCSS, SASS/SCSS, PostgreSQL, MongoDB, Express.js, NestJS, Webpack, Git, Linux, AWS, Azure, Google Cloud, Docker, Kubernetes, Auth0, GraphQL, Redux

## Key Projects

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### Enterprise Hardware Testing Platform

Systems analysis and requirements evaluation for mission-critical platform supporting embedded software engineering workflows and hardware test data processing

*Technologies: TypeScript, Next.js, React, Python*

### AI-Powered Healthcare Platform

Systems analysis and requirements evaluation for AI-powered healthcare platform with integrated subscription management and authentication infrastructure

*Technologies: TypeScript, Next.js, NestJS, Python, Azure, Auth0*

### Silicon Design Collaboration Platform

Systems analysis and requirements evaluation for version control and collaboration platform serving silicon chip design teams across 20+ engineering organizations

*Technologies: Angular, TypeScript, Python, RxJS*

### Context-Agnostic Component Library

Systems analysis for multi-brand component system requirements and architecture supporting Williams Sonoma's portfolio brands

*Technologies: Vue.js, JavaScript, SASS, CSS Variables, Storybook, Jest*

## Education

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### Diploma in Computer Systems Technology in Data Communications & Networking

[British Columbia Institute of Technology](#)

Jan 2004 - Dec 2006

### Certificate in Programming in Programming Concepts and Methodologies

[British Columbia Institute of Technology](#)

Jan 1999 - Dec 1999