# ALRICK GRANDISON

**Data Analyst | Software Engineer | Community Developer | AI/LLM Enthusiast | Crypto/Blockchain Enthusiast**
Ontario, Canada

## PROFESSIONAL SUMMARY

Versatile Data Analyst and Software Engineer with 10+ years of experience delivering scalable software solutions, predictive analytics, and client-focused implementations. Skilled at bridging data science, backend engineering, and business strategy, with proven leadership in guiding teams and managing projects from kick-off to deployment. Currently an Independent Consultant and Google Developer Community Member, contributing to open-source projects (VkForge Vulkan engine) and delivering a private stock trade optimization portfolio for clients. Proficient in modern programming stacks (Python, Java, JavaScript, C/C++, Rust, Go, Zig), advanced analytics, visualization (Power BI, Tableau, Excel), and cloud platforms (AWS, GCP, Azure). Recognized for innovation, technical versatility, and driving measurable impact through automation, optimization, and collaboration.

I am now seeking to leverage this extensive technical foundation to build a specialized career in the Web3 and AI/ML industries.

## EDUCATION

**University of Niagara Falls,** Canada                                             Expected Graduation July 2026
*Master of Data Analytics*
*Relevant Coursework:* Operational Analysis, Predictive Analysis
*Awards:* Excellence Student Award x 2

**University of the West Indies,** Jamaica
*Bachelor of Science and Technology*
*Relevant Coursework: Math, Information Technology, Business Operations*
*Awards:* Excellence in Chemistry

## DATA ANALYST AND SOFTWARE ENGINEERING

**Independent,**
*Independent Senior Software Engineer / Senior Data Analyst (Contract & Open Source)*          Aug  2025 – Present
- Developing VkForge, an open-source Vulkan rendering engine, including documentation and tutorials to support the graphics developer community.
- Building and maintaining a stock trade optimization portfolio for private clients using predictive models, risk-return analysis, and algorithmic strategies.
- Contributing to the Google Developer Community, collaborating with developers on cutting-edge software practices.
- Designing reusable backend APIs, system architectures, and cloud-enabled services across AWS, Azure, and Google Cloud.
- Building my skills in Blockchain technologies

**JustAppraised,**
*Senior Software Engineer*                                                                    Sep 2024 – Aug 2025
- Lead a small team of 3 engineers in managing multiple U.S. county government client implementations from kickoff to go-live, ensuring project milestones and deliverables are met.
- Owned complex integration projects across 10+ client environments, translating client needs into sustainable, scalable configurations.
- Maintained internal AI/LLM – AWS pipeline and Java/React FullStack

- Mentored junior engineers and served as point of escalation for technical roadblocks, helping cut issue resolution time by 35%.
- Partnered with product and engineering teams to introduce 3 roadmap features, enhancing platform capabilities based on frontline implementation feedback.
- Delivered successful software rollouts for 15+ county governments, customizing workflows and training to cut manual workload by 40% and reduce onboarding duration by 30%.
- Developed 10+ middleware scripts/integrations (JavaScript, .NET, VM-based solutions) to ensure seamless data exchange with external systems.
- Created custom automations and error-handling routines, reducing client-reported bugs by 25% and saving the team 20+ hours/month.
- Facilitated feedback loops between clients and product managers to align software behavior with user expectations.

*Software Engineer*                                                                 Mar 2022 – Sep 2024
- Configured backend workflows, user roles, and data validation logic for 20+ clients, ensuring compliance with local government regulations.
- Troubleshot system issues at both client-side and infrastructure levels, maintaining a 95%+ resolution rate within SLA timelines.
- Authored internal documentation and configuration guides to reduce onboarding time for new hires and streamline repeatable processes.

**Centerfield,**

*Operations Analytics Engineer*                                                     Mar 2021 – Mar 2022
- Monitored and adjusted real-time KPIs for 500+ agent contact center, enabling 95%+ SLA adherence through proactive shift and routing adjustments.
- Partnered with operations teams to align staffing models with projected demand, reducing overtime costs by 15%.

*Workforce Analyst*                                                                 Sep 2019 – Mar 2021
- Built advanced scheduling tools and shift templates in Excel and Tableau to improve shift adherence by 20% and cut staffing gaps by 35%.
- Automated leadership performance reporting, saving 10 hours/week in manual data prep.

**Sutherland Global,**

*Workforce Analyst*                                                                 Feb 2018 – Mar 2019
- Managed daily scheduling for 200+ agents, boosting occupancy to 85%+ while reducing attrition through more balanced shift allocations.
- Created Tableau dashboards that enabled intraday performance tracking and reduced average handle time by 8%.

## ADDITIONAL EXPERIENCE

**Sutherland Global,** *Customer Success Advocate*                                  Oct 2016 – Feb 2018
- Delivered tier-1 support for international clients, recognized for consistent quality scores above 90%.
- Provided frontline feedback to improve internal scripts and support resources.
- Resolved 10+ complex billing inquiries daily, ensuring accurate account adjustments and 100% compliance with dispute protocols.
- Reduced escalations by 20% through proactive troubleshooting, maintaining a <5% return rate on escalated cases.
- Maintained a minimum customer review positive rate of 85%
- Maintained a minimum customer call quality score rate of 90%

## SKILLS AND INTERESTS

- Programming & Development*: Python, Java, JavaScript, C/C++, C#, Rust, Go, Zig, SQL, YAML, JSON*
- Data & Analytics*: Machine Learning, Predictive Models, Data Visualization (Power BI, Tableau, Excel)*
- Systems & Architecture*: Backend APIs, Web (Full-stack), Game Development, Graph Algorithms, Optimization, ETL*
- Cloud & Tools*: AWS, Google Cloud, Azure, Git, Agile, Docker, Windows Services*
- Other*: Project Leadership, Team Management, Client Engagement, Technical Documentation*

## PROJECTS & COMMUNITY

- *Google Developer Community Member — Engaged in technical collaboration, open source, and developer advocacy.*
- *VkForge (Open Source Vulkan Engine): [C-based Vulkan 1.3 renderer for real-time graphics and tutorials](.).*
- *Stock Trade Optimization Portfolio: Designed data-driven strategies for private clients.*
- *YouTube Playlist: [Graphics & Vulkan Development Tutorials]()*
- *Website (coded by hand): [algodal.com]()*
- *Hobby Projects: [github/Rickodesea]()*