

GAVIN NORWOOD

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SUMMARY

Software developer with experience across C, C++, Java/Spring Boot APIs, Apex, SAP ABAP, and C++/Unreal Engine 5, plus hands-on systems administration supporting 400 users. Worked on automating manual work, improving reliability, and shipping production software with the full life-cycle.

TECHNICAL SKILLS

Languages: Java, C++, C#, C, Python, Kotlin, JavaScript, SQL, Apex/SOQL, SAP ABAP, PHP, PowerShell, Bash, CMD

Frameworks: Spring Boot, Node.js/Express, React, Angular, MERN/MEAN stacks, Salesforce, MuleSoft, Heroku

Databases: MySQL, PostgreSQL, SQL Server, Oracle, MongoDB, Salesforce SOQL

Cloud and DevOps: S3, CloudFront, GitHub Actions, Jenkins, Docker, Kubernetes, CI/CD, Gradle/Maven, Git, Gitea

Infrastructure & Admin: Linux Desktop/Server Imaging, Active Directory, FortiNet, Apache2, Syncro, Atera

Tools: Atlassian, Jira, Confluence, JetBrains IDEs, Cursor, Claude, SonarQube, Visual Studio Code

PROFESSIONAL EXPERIENCE

Allied Dispatch Solutions | *Senior Developer and IT System Administrator* June 2025 – Present

- **Salesforce payments:** Overhauled payment integration in Apex/SOQL, eliminating FPGA logic gates being skipped and cutting error rate 75%, eliminating transaction failures that crashed the app, and replaced manual payments with automated subscription billing (50,000 API calls/month).
- **Automation:** Wrote scripts deployed through Syncro that give agent PCs self-healing and automated remediation; resolve 20 tickets/week while on site only 1–2 days/week.
- **Provisioning:** Built laptop/hardware reset scripts that make a device ready for the next user in 10 minutes (90% faster deployment); completed 50+ onboardings/offboardings.
- **Network reliability:** Redesigned network equipment with redundancy, reaching 99% uptime, cutting downtime 50%, and removing manual network switchover; co-manage 30 network devices across 2 locations.
- **Fleet and patching:** Manage 300+ workstations for 400 users across 4 locations (plus remote staff) via Syncro and Atera; vet patches weekly and deploy them automatically during inactive hours.
- **Security:** Blocked USB storage and enforced web-level filtering to protect PII, reducing phishing exposure and supporting passing quarterly security audits.
- **Cost savings:** Saved \$20,000+ through vendor negotiations and by replacing third-party software with in-house solutions.

CGI Inc. | *Java API Developer* Jan 2022 – Apr 2025

- Built and maintained 4 major RESTful APIs (Java, Spring Boot) for 3 large clients in finance collections, on an Agile team of 10 using Atlassian suite including Jira and Confluence. Validated code changes with SonarQube.
- Delivered quality software updates against weekly Agile sprints that remained under the allocated budget and on schedule.
- Created full change documents and updated required technical spec sheets according to requirements and ensured compatibility with existing systems.
- Delivered new query APIs that improved data retrieval speed by 30% for legacy systems and integrated with external third-party services; APIs handled 1,000 requests/hour.
- Used Jenkins pipelines for automated builds and deployment to Kubernetes clusters.

Building Information, LLC | *SAP ABAP Developer* Fall 2020 – Spring 2021

- Developed and modified financial and inventory reports in ABAP, including a large shipping and receiving report for a major construction company.
- Managed change requests in Jira and maintained technical documentation for every report modification.

- Led migration of police department servers from Ruby-based data structures to MySQL, improving query performance, adding new features, and preserving data integrity.

RELEVANT PERSONAL PROJECTS

Windhelm | *Lead Unreal Engine Developer*

2021 – Present

- Designed and programmed a full-scale game in C++ on Unreal Engine 5, owning the full life-cycle from concept to Steam release (1,600+ wishlists).
- Built procedural generation systems and optimized rendering (LOD, culling); each major update has delivered 25% performance gains.
- Ship major updates every quarter, using version control and community feedback to refactor code and release new features.

NorwinLabs (Open Source) | *github.com/NorwinLabs*

Ongoing

- Maintain 10 public repositories, including NorwinMouseAssist, NorwinVibe (floating media player for Windows and Android), and NorwinLabsTools (Kotlin Android app).

Home Lab | *Self-Hosted Infrastructure*

Ongoing

- Run a 6 TB RAID 5 NAS with a self-hosted Gitea server (unlimited storage) for Windhelm source control, plus an Ubuntu/Apache2 server hosting personal MEAN-stack applications.
- Built custom Jenkins CI/CD pipelines for personal projects; one pipeline saves 30 minutes per deployment.
- Used FreeRTOS to control many types and brands of micro controllers for a couple of personal applications.

EDUCATION AND CERTIFICATIONS

B.S. Computer Science, East Tennessee State University

Graduated 2021

A.A.S. Computer Programming, Northeast State Community College

Graduated 2019

AWS Certified Cloud Practitioner

Since 2023