

Mark Osborne

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Professional Summary

Adaptable software developer with a proven ability to rapidly learn new systems, technologies, and integration environments. Experienced in collaborating with stakeholders and third-party vendors to deliver practical, reliable business solutions. Strong in troubleshooting, root cause analysis, and improving system stability and uptime. Known for maintaining accurate documentation, managing technical debt, and swiftly becoming productive in new environments.

Key Skills

- Software Development (C#, Python, Objective-C, Delphi, VBA)
- Database Development (MSSQL, MySQL, SQL Optimization)
- System Integration & API Development
- Problem Solving & Root Cause Analysis
- Performance Tuning & System Optimisation
- Technical Documentation & Knowledge Base Management
- Stakeholder Communication & Cross-functional Collaboration
- Rapid Learning & Adaptation to New Systems
- Knowledge Sharing, Mentoring, and Training
- Technical Debt Management

Professional Experience

Software Developer / Systems Specialist | QANTM IP (Davies Collison Cave)

Led integration of enterprise time control system with legacy billing platform under tight deadlines

Designed and developed API-driven web applications

Built integration solutions between IP Australia, in-house platforms, and MS Office

Enhanced enterprise systems for new business requirements

Identified root causes and coordinated fixes with vendors

Performed vendor product testing, debugging, and enhancement

Implemented e-billing solutions using XSL

Built automation tools integrating document systems with email workflows

Optimised SQL queries achieving up to 60x performance improvements

Developed UI optimisation algorithms

Developed data matching (Levenshtein)

Built RFID integration system

Developed DocGenMonitor monitoring tool

Automated document ingestion workflows

Developed VBA code generator for legacy migration

Contributed to in-house practice management and billing systems

Delivered legacy data migrations

Trained successors

Developer / Owner | PC Blues

- Deployed open source e-commerce platforms
- Provided PC support
- Developed Upgrade Suite and EasyRead

Developer /Co-Founder | Allballs Pty Ltd

- Developed mobile apps (TuneFetcher, fbShoosher, RightsFinder, CarPad)
- iOS and Android development
- Automation and web-scraping solutions
- Implemented CI/CD pipelines

Sausage Software

- Developed Jackhammer FTP downloader

JLM Software

- Developed CD-ROM and multimedia systems
- Maintained IT systems and support

Education

In Progress	Master of Computer Science (Software Engineering) Monash University
1995	Bachelor of Computing (Computer Science) Monash University

Certifications

- Process Mining – Eindhoven University (Coursera)
- Deep Learning Specialisation – deeplearning.ai
- Machine Learning – Stanford (Coursera)
- Full Stack Development – FreeCodeCamp
- Front-End Development – FreeCodeCamp

Referee Available on request