Steven Marshall

Software Development | IT Administration | Business Systems

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Professional Profile

Software developer and IT administrator with more than 11 years at Medical Resources Inc., connecting custom applications, business workflows and the infrastructure behind them. Builds practical solutions by observing how colleagues work, investigating recurring problems and improving tools through their feedback. Combines hands-on JavaScript development and systems support with data analysis, documentation and staff training.

Professional Experience

Medical Resources Inc.

Full-Stack Developer and IT Administrator

May 2015 - Present

A broad role supporting a healthcare business through custom software, databases, office infrastructure and user support. Worked closely with colleagues, managers and owners to understand needs, agree improvements and integrate useful tools into everyday operations.

- **Workflow automation:** Built an Electron application that brought repetitive document-preparation steps into one workflow, reducing manual copying between systems. Used Puppeteer browser automation initially, then replaced it with direct API integration as access became available.
- **Communication software:** Built a platform for colleagues to send and receive messages with the people they supported. Extended it to handle richer information and complementary views in response to feedback, helping staff understand equipment concerns remotely and resolve some issues without a visit.
- **Application development and integration:** Developed business applications with JavaScript, React, Node.js and Express, connecting APIs and databases to operational workflows. Worked with Brightree and its SOAP interface to connect business systems and support medical sales-order processes.
- **Business analysis and reporting:** Used Excel and Power BI for analysis and reporting. Conducted recurring internal financial and operational audits for owners and managers, including customer-location analysis to inform business decisions, and established an accounts payable process.
- **Infrastructure and continuity:** Managed servers, networks, VPNs and internal services, including NGINX and Asterisk. Maintained on-premises systems alongside cloud backup services, and worked with a communications provider on redundant connectivity.
- **Support and adoption:** Investigated problems in colleagues' own environments, using logs and first-hand workflow observation to distinguish configuration issues from recurring software needs. Delivered staff training, demonstrations, project documentation and proposals, and refined tools through user feedback.

Technical Skills

Software and automation: JavaScript, React, Node.js, Express, Electron, Puppeteer, REST APIs and SOAP integration. Object-oriented programming in browser JavaScript and Node.js; developing experience with TypeScript.

Data and business systems: MySQL, SQL Server, MongoDB, Firestore, Excel and Power BI. Business-process analysis, internal audits and practical use of BPMN 2.0.

Infrastructure and cloud: Linux, Windows, Docker, NGINX, DNS, VPNs and Asterisk; Microsoft 365 and Microsoft Entra administration. Earlier Windows Server 2008/2012 administration; experience with Firebase, Google Cloud and AWS.

Delivery and collaboration: Git for local source control, manual testing and debugging. Word, SharePoint, Teams and PowerPoint; Google Workspace, including scripts and interfaces using Docs, Forms and Sheets.

Selected Personal Projects

AI tools, evaluation and dataset preparation

Personal projects exploring local AI tools and application integration, using AI-assisted development. Work includes local model serving, voice interfaces and evaluation workflows across Sprig and the Nurse Joy Quality Lab. Experience includes Ollama, llama.cpp, Whisper, embeddings and retrieval, and preparing reviewed examples for possible future training. ComfyUI exploration includes reference-guided image workflows.

Game Boy CPU emulator

Built an experimental JavaScript CPU implementation to learn bitwise operations, assembly instructions, registers and memory. Tested instructions individually while developing the CPU. An unfinished learning project, focused on understanding how the machine works.

Earlier Experience

ITT Technical Institute

Software Development Student Assistant

May 2013 - May 2014

Tutored students in programming and IT; helped with campus network maintenance and audiovisual troubleshooting. Built a child-care management system as a capstone project.

Education

Associate's Degree in Software Development and Administration

ITT Technical Institute | May 2014

Additional Information

British citizen with the right to work in the UK. Based in Suffolk and seeking a permanent role. Portfolio: smjm.one.