

David Birnie

Systems builder · Software developer · IT & operations

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Explore my virtual resume → www.davidbirnie.com

Profile

Builder, problem solver, and entrepreneur with 9+ years across software development, IT support, business analysis, and business ownership. Turns ambiguous requirements into reliable systems using C#/.NET, WPF, SQL Server, Azure, Microsoft 365, and practical AI/workflow automation. Known for learning what the problem requires, shipping usable solutions, and owning the outcome beyond the initial brief.

Core Toolkit

BUILD C# · .NET / ASP.NET Core · WPF · MAUI · SQL Server · Azure · Node.js · JSON · REST APIs · Git

OPERATE Microsoft 365 · SharePoint · Teams · OneDrive · Outlook · Help desk · Hardware, software & account support

IMPROVE Requirements discovery · Process mapping · Workflow automation · AI · Technical documentation · Project delivery

GROW Entrepreneurship · Web development · Business analytics · Content & marketing strategy · Creative problem solving

Professional Experience

IT Support & Corporate Services | Chatham-Kent Community Health Centres

AUG 2024 - PRESENT

Chatham, Ontario · On-site

- Provide frontline IT support and troubleshoot hardware, software, and account issues for clinical and administrative staff across the organization.
- Support and maintain Outlook, Teams, OneDrive, and SharePoint within Microsoft 365, helping staff communicate and collaborate reliably.
- Partner with Corporate Services to sustain stable day-to-day systems, facilities operations, and a consistent staff technology experience.

Senior Software Developer | SB Gaming

JAN 2021 - AUG 2024

Chatham, Ontario · Remote

- Led end-to-end delivery of desktop and web applications as the sole developer, from requirements and business design through coding, testing, deployment, and support.
- Built scalable C#, WPF, SQL Server, Azure, and MAUI solutions, including integrations with hardware and external interfaces.
- Partnered directly with clients and stakeholders to align technical decisions with business goals and maintained source control with Git.
- Built the company's core products from early concepts into market-ready software that generated revenue.

Business Owner | The Marketing Guru

FEB 2021 - PRESENT

Chatham, Ontario · Self-employed

- Own and operate an advertising education business offering custom websites, online marketing strategies, tutorials, and one-to-one training.
- Translate client growth needs into practical digital plans while emphasizing clarity and customer education.

Business Analyst | Municipality of Chatham-Kent

SEP 2020 - FEB 2021

Chatham, Ontario · Contract

- Assessed business technology requirements and developed plans to increase revenue through digital adoption.
- Designed digital marketing plans and built relationships with local businesses pursuing technology and digital grants.

Professional Experience · Continued

Technical Analyst | TransForm Shared Service Organization

MAY 2019 - JUL 2020

Chatham, Ontario · Contract

- Designed and developed an AI chatbot for multiple hospitals using Microsoft LUIS, C#, Node.js, and JSON.
- Worked with biomedical engineers on device connectivity and application integration; supported hospital systems and technology training.

EARLIER EXPERIENCE

IT Documentation Specialist | Chatham-Kent Health Alliance

JUL - DEC 2018

Researched and documented technology for HIS integration and supported IS leadership with project planning.

STEM Mentor | St. Clair Catholic District School Board

JUN - JUL 2018

Created daily lesson plans and taught science, technology, engineering, and math to elementary students.

Computer Programmer - Co-op | NOVA Chemicals

JAN - APR 2017

Supported software development work, including REST API-related programming.

Owner | Initial Care

2010 - DEC 2015

Developed and facilitated health-and-safety courses; led customer service, advertising, web development, and instructor hiring.

Selected Systems

3 AM CEO · *In active development*

Turns a North Star into executable work through AI-assisted idea capture, rating and pressure-testing, blueprint creation, and direct handoff into a Kanban workflow.

Family Lock OS · *In daily personal use*

A constraint-aware ecosystem for voice capture, AI task routing, goal architecture, therapy notes, memorization, and focused work—built around a real user rather than a generic productivity persona.

SB Gaming · *Live and still running*

Designed and built a live bingo system from a one-line concept, including product architecture, operator and player interfaces, call system, venue hardware integration, and the surrounding operational workflow.

Education & Credentials

Computer Programmer Analyst, Computer Science | Fanshawe College

2015 - 2018

Focused on software development, Microsoft Azure, WPF, and related programming technologies.

Professional Fire Fighter, Fire Science / Fire-fighting | Emergency Service Academy

Professional training in emergency services and fire science.

Selected training: Networking Foundations - Networking Basics (LinkedIn, Apr 2020) · SharePoint Online Essential Training: Beyond the Basics · SharePoint for Enterprise: Site Owners · SharePoint 2019 Essential Training: The Basics · Selecting and Managing a Project Portfolio with Microsoft Project (Lynda.com, Mar 2019)

Independent Delivery Practice

DEVELOP Websites · Internal tools & dashboards · CMS & database setup · Automations & integrations**AUDIT** Workflow & tooling reviews · Process improvements · Systems roadmaps**SHIP** Discovery · Written scope · Plain-language progress · Documented handoff & support

Community

Instructor Volunteer, Canadian Red Cross · e-Kids, Local Missions & Sunday School Volunteer, Emmanuel Baptist Church (Feb 2014 - Present)