Charles Russell

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Primary developer for a Calgary fibre ISP (~80 staff, ~10,000 customers): the internal operations platform, Odoo ERP, website and customer portal. Co-led the move from Salesforce and Sonar to Odoo, built the company's AI tooling (MCP assistants, call routing, error triage), and keep it all deployed, monitored and secure.

EXPERIENCE

Western Fibre Communications Corp. (Moby) Jan 2023 – Present

Senior Software Developer Jan 2026 – Present

- As primary developer, own development, integrations, deployments, monitoring and security across Moby's internal platform, Odoo ERP, website and customer portal, and consult on technical decisions.
- Secured production systems with Entra sign-in, per-user access and vendor security updates.
- Built AI call routing, a helpdesk assistant and review suggestions with the Vercel AI SDK.
- Replaced WordPress customer forms; ~65 leads a month now reach Odoo and Sonar without manual entry.
- Trained and onboarded each new team member (a developer, an enterprise architect and a business analyst/tester) and set the team's coding and DevOps standards and processes.
- Led UX and design for Moby's main website and helped design every other company product, all built to work on mobile.

Full Stack Software Developer Jan 2025 – Dec 2025

- As lead and sole developer for 3 years, reporting directly to the CTO, built and supported all internal software, on call for production, with only 2 major outages.
- Integrated the internal platform with 10+ external systems, including Sonar, Odoo, 3CX and Microsoft Graph.
- Implemented role-based access across 14 roles with Microsoft Entra sign-in.
- Built a portal for ~130 external property managers, reporting unit occupancy to Odoo.
- Built validated CSV and Excel bulk-upload tools for operations staff.

Web Developer Jan 2024 – Dec 2024

- Automated manual workflows and built custom reporting tools, saving staff thousands of hours a year and improving data accuracy.
- Wrote a scraper that pulls every business within a list of postal codes from a company-lookup service, replacing manual area-by-area searches for serviceable prospects.
- Launched Moby's internal operations platform in Next.js and TypeScript, including a door-knock portal for field sales.
- Built Moby's custom WordPress plugins, including sign-up flows that create customers in Sonar.

Junior Web Developer Jan 2023 – Dec 2023

- Built the website's address checker and sign-up data: 120+ serviceable building addresses plus pricing and promo-code tables that drive the sign-up forms.
- Partnered with a marketing agency on a full redesign of the Moby website, improving its design, functionality and SEO.
- Cut website costs by over 50% through plugin optimization and custom development.

IT Technician · Computer Upgrading Specialists Jan 2022 – Dec 2022

- Resolved about 10 IT tickets a day, remotely and on-site, for Alberta Health Services hospitals.
- Provisioned hardware and managed inventory, keeping equipment accurately tracked and available.

EDUCATION AND CERTIFICATIONS

Bachelor of Science, Applied Computer Science · University of Winnipeg Sep 2020 – Apr 2022

COMPANY PROJECTS

Move to Odoo, off Salesforce and Sonar · Western Fibre Communications Corp. (Moby) Aug 2025 – Present

- Co-led the move from Salesforce and Sonar to Odoo, on track to cut licence costs ~CA$145K a year.
- Built Odoo subscription billing for ~10,000 customers to replace Sonar, backed by 54 automated tests.
- Automated fibre project delivery, sending 880+ weekly status emails across 168 projects.

AI assistants for Sonar and Odoo (MCP) · Western Fibre Communications Corp. (Moby) 2026

- Built MCP servers that let staff create and update Sonar and Odoo tickets and field-service jobs from Claude; 9 staff use the Sonar connector.
- Enforced per-user permissions with Entra ID OAuth and Azure Key Vault.

Automated error triage · Western Fibre Communications Corp. (Moby) 2026

- Built daily AI triage of production errors on Axiom logs, saving 10+ developer hours a week.

Moby website rebuild (getmoby.com) · Western Fibre Communications Corp. (Moby) getmoby.com Mar 2026 – Oct 2026

- Ran the full cutover from WordPress in a single day: all 251 old URLs redirect, all 44 pages are indexed, and search traffic held with no dip.
- Cut real-visitor load time 41% and raised mobile Lighthouse from 52 to 90.
- Raised Lighthouse SEO to 100; non-brand Google clicks rose 27% in 4 weeks.

Internal operations platform · Western Fibre Communications Corp. (Moby) Mar 2024 – Present

- Built and maintain Moby's internal operations platform for ~20 staff and ~130 external users.
- Automated the conversion of bulk-building billing to anchor and linked accounts, with preflight checks and guardrails; about 90 of 110 active bulk buildings converted so far.
- Built an automated sync that reconciles TV services across Enghouse, Sonar and Odoo, improving data integrity and saving about 12 hours a week of manual checks and customer service.

Bringing AI into Moby · Western Fibre Communications Corp. (Moby) 2026 – Present

- Championed company-wide AI adoption; 23 of 25 Claude seats are active weekly.
- Rolled out per-person AI access to Sonar for the customer experience team.
- Set the team's AI coding standards with shared Claude Code instructions across three codebases.

PERSONAL PROJECTS

job-ai 2026

- Built a self-hosted app that finds and scores jobs daily and drafts traceable, tailored resumes.
- Next.js, Postgres, Vercel AI SDK and Python; deployed with Docker Compose and CI image builds.

Carpentry blog robert-blog.vercel.app/home-page Dec 2024 – Present

- Built a woodworking blog for my father so he can publish his projects himself and share them with friends and family.
- Built on Payload CMS and Next.js with custom gallery blocks and a usage-aware media manager.

Home server Jan 2025 – Present

- Built and run a home server hosting 30+ containers in 12 Docker Compose stacks.
- Exposed services with no open ports via Cloudflare Tunnel, with Tailscale for private access.

SKILLS

TypeScript, JavaScript, Python, SQL, React, Next.js, Tailwind CSS, Drizzle, PostgreSQL, GraphQL, Odoo, Model Context Protocol (MCP), Vercel AI SDK, LLM integration, Docker, GitHub Actions, Vercel, Azure, Microsoft Entra ID, OAuth 2.0 / OIDC, Cloudflare Pages, Linux server administration, Axiom, Vitest, Playwright