

Samuel Bostock

Founder | Software Developer | Technical Support Engineer

Thailand (Remote) | Email: sambostock@hotmail.com

Portfolio: samuelbostock.com

Professional Profile

Self-taught software developer and founder with nearly 10 years of experience building, operating and supporting a commercial software business. Since beginning development in 2015, I have independently designed, developed, marketed, licensed, sold and supported Windows desktop software used by approximately 20,000 customers worldwide. During this time I released 12 commercial software products, built a community of more than 14,500 members, and generated an estimated US\$1–2 million in lifetime revenue.

Business Highlights

- Founded software business in 2015.
- Released first commercial product in 2016.
- Operated business independently for approximately 10 years.
- Released 12 commercial software products.
- Served approximately 20,000 customers worldwide.
- Built and managed a 14,500-member Discord community.
- Generated an estimated US\$1–2 million in lifetime revenue.
- Managed 20–300 customer interactions daily.
- Conducted 5–15 remote troubleshooting sessions per day.

Professional Experience

Founder & Lead Software Developer | Self-Employed | 2015–Present

Founded and operated a commercial Windows software business, independently managing software development, licensing, customer support, website administration, marketing and business operations.

- Developed and maintained 12 commercial Windows software products using AutoHotkey.
- Managed licensing using Obsidium.
- Protected software through compilation, executable packing, code obfuscation and encryption.
- Built and maintained a WordPress/WooCommerce e-commerce platform.
- Integrated Stripe, PayPal and cryptocurrency payment systems.

- Provided technical support to approximately 20,000 customers.
- Responded to 20–300 Discord support messages daily.
- Performed 5–15 remote troubleshooting sessions daily.
- Diagnosed Windows, VMware, networking, licensing and compatibility issues.
- Built and managed a 14,500-member Discord community.
- Marketed products through Reddit and other online communities.

Customer Service Representative | Australian Taxation Office (Serco)

Handled inbound and outbound customer enquiries, identity verification, payment arrangements, BAS, IAS, GST and PAYG enquiries in a high-volume environment.

Retail Assistant | Highland Park Newsagency & Tobacconist

Managed daily retail operations, customer service, inventory and cash handling while growing my software business.

Technical Skills

Programming: AutoHotkey, Python

Windows: Desktop Automation, GUI Development, Software Licensing, Performance Optimisation, Code Obfuscation, Encryption, Code Signing

Web: WordPress, WooCommerce, Stripe, PayPal, Cryptocurrency Payments

IT: Windows 10/11, VMware, Networking, DNS, Driver Troubleshooting

Business: Technical Support, Product Management, Community Management, Marketing, Documentation

Education

Certificate II in Information Technology

Queensland Senior Certificate

Self-taught software developer with nearly 10 years of commercial software development and business management experience.

Additional Information

- Typing speed: approximately 97 WPM.
- Australian citizen currently based in Thailand.
- Extensive experience working remotely and independently.