

Navdeep Dhamu

Flat 9, Yardmaster House, 11 Cross Road, Croydon, CR0 6FB
Mob: 07803 543 820 Email: n4vdeep@gmail.com

Personal Statement

A successful professional with a wealth of transferable skills gained in the application support sector. I am a highly driven self-starter, well organised and able to deliver solutions by utilising a logical approach to problem solving. I have helped support maintain and deliver bespoke applications in a multitude of industries. Currently undertaking additional training in Full Stack Web Development through the Code Institute in order to access a career as a web/software developer.

Key Skills

Professional

- Linux and command line use
- HTML5 / CSS3 / JavaScript / SQL / Python
- GitHub / BitBucket / JIRA
- Knowledge of .NET and C#

Personal

- Attention to detail
- Pragmatic Problem Solving
- Complete assigned tasks under pressure
- Articulate and excellent communication

Employment History

Senior Production Support Analyst – Reed Business Information

(July 2018 – Present)

Responsibilities:

- Identify root cause analysis for production issues
- Provide escalated support to .NET based web applications
- Writing basic SQL queries and running dev tests and releases through SQL Server for live DB
- Deployment and testing of web and application version releases on UAT and Live
- Virtualisation and monitoring through VMWare and Amazon Web Services

Achievements:

- Solved and closed same number of issues as team members in a short time
- Successfully held demonstration of API tools with client on one to one basis

Creature Effects Technical Director – Framestore

(July 2017 – June 2018)

Responsibilities:

- Writing Python scripts to simplify repetitive tasks and build tools to support VFX artists
- Running muscle, skin and fur simulation on animation caches using various tools: nCloth, nHair, Qualoth
- Build basic sim rigs based on shot needs and with various pre-sets to aid artists
- Development work to ascertain how simulation rigs will work before being pushed into a production shot

Achievements:

- Contribution to and delivery of several high-profile film titles
- Successful implementation of tools and pre-sets used team wide
- Name in credits

Render Support / Data Operations – Framestore

(April 2015 – July 2017)

Responsibilities:

- Fault diagnostics for multiple renders throughout the film and commercials pipeline, investigating log data for anomalies on the clusters and monitoring render telemetry
- Use CLI tools to analyse data and perform no loss of service tasks, e.g. resubmitting failed jobs on servers
- Working closely with pipeline and system support to escalate errors that stop renders completing, implement work arounds for errors under investigation
- Monitoring disk space and usage for all shows currently in production, archiving and deleting as necessary
- Daily data operations shift cover, uploading and downloading packages to and from clients via rsync on then FTP, gFTP, and client-based site logins

Achievements:

- Understanding of highly complex data driven VFX pipeline
- Operation of Redhat Linux and Command line tools
- Python scripts used to simplify tasks used team wide
- Training junior and new members of team

Application Support Analyst – Nationwide Building Society

(September 2012 – March 2015)

Responsibilities:

- Provide 3rd line Application Support and development for mortgage sales processing platform used by 800 branches
- Undertake incidents analysis of faults with offshore teams and provide workaround fix or solution inside a 48-hour SLA
- Provide escalated support of bugs on to dev team. This also establishes defect attribution patterns for common faults enabling prioritisation for bug fixes
- Write basic SQL queries to interrogate multiple databases to assist with support work. Test dev fixes in UAT before live roll out

Achievements:

- Successful training of partner team on site and off shore
- Attaining SME on various incident types
- Basic SQL query writing
- Understanding of financial services industry policies

Management Information Analyst – Nationwide Building Society

(September 2011 – September 2012)

Education

Code Institute / University of Edinburgh Napier

(August 2018 – Present)

- Full Stack Web Development

Nescot/University of Surrey

(September 2010 – June 2011)

- BSc (Hons) Computer Science (Software Engineering Pathway)