

# Jack Gooding - Curriculum Vitae

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## Summary

I'm a technology enthusiast, very interested in making things both physical and digital. I enjoy a challenge and love solving problems. I've always been very interested in computers and the surrounding technology and I'm very up to date with news, updates and releases. I have extensive experience supporting all major operating systems, mobile devices and peripherals.

## Key Skills

Support: Windows 7-10, Mac OS, Linux, Android, iOS, Office 365  
Support Methods: Deskside, Remote Desktop, Phone Support  
Experience: 5 Months Tier 1 Support, 2 Years Tier 2 Support  
Addition Experience: Escalation Support, Equipment Installation, SQL, SQLite

## Employment

### Software Support, John Lewis

November 2016 - 2018

In this role, my main responsibility is to provide advanced specialist support for colleagues in the lower tiers of customer support. This support is primarily troubleshooting issues customers have faced with their purchases, whether hardware or software related. I am required to constantly use my own in-depth knowledge of the main operating systems and popular devices, as well as learning and researching new information and techniques rapidly, while also handling either one of my colleagues or a customer. In addition to this, I step up to fill spaces in all other facets of the business, providing cover wherever needed, including managerial positions, direct customer support and staff training.

### Outreach Presenter, Plymouth University

May - July 2016

As an Outreach Presenter, I gave presentations to visiting classes from secondary schools in the Plymouth area. These presentations were based on the concept of energy and electricity, how different countries generate electricity, and how they cope with the various problems surrounding it. In addition to this, I prepared and oversaw several group activities; in one of which, the children designed, built, and tested wind turbines made from office supplies.

## Personal Projects

### Personal Website

As a test of my abilities, I put together a static personal website with multiple sections, routed through Angular. This page is hosted on a custom domain at [jack-gooding.com](http://jack-gooding.com), and has sections for my current projects and interests. There are also several subdomains attached which are linked to various servers I have between AWS and local devices. This CV is written using HTML and hosted here.

### Home Automation

A NodeJs server running on a Raspberry Pi 3b: this project's goal is to control all the IoT devices I have from one interface, from commercial products to devices that I've made using either Arduino microcontrollers or a Raspberry Pi. These devices include Philips Hue Bulbs, TP-Link WiFi Plugs, Temperature/Humidity Sensors, databases, Stepper/Servo Motors and WS2812b LED strips.

### PC Horse Transport

I was approached by a relative to help with a recently purchased business in which workflow inherited was very manually intensive, with all bookings and calculations being done on paper and by hand. I created a system to streamline this using a combination of Google services and scripting, to allow her and her customers to use an online booking form to submit their job requests, responding

with a cost estimate, a new calendar event and a confirmation email.

## Education

### Plymouth University

2012-2016

BEng Mechanical Engineering, Lower Second Class Honours

Engineering Drawing, CAD, and Design	69%
Introduction to Thermo-Fluids	64%
Engineering Mathematics	61%
Integrated System Design	61%
Business Dynamics	59%
Mechanics	59%

As part of my Third Year at Plymouth University, I completed a dissertation on efficient energy generation in rural areas, which focused on a small village in Cameroon, West Africa, with a very weak and unreliable power grid. I researched the area, determined which method of energy generation was most suitable, selecting wind turbines as the most practical and then tested several designs to determine the most efficient blade type, whilst minimising the necessary materials and cost of the solution.

### Tavistock College

2006-2012

A-Levels

A\* - Electronics, B - Maths, B - Physics

GCSEs

11 GCSEs including Electronics, Maths, Physics, Chemistry, Biology and Graphic Design

## Hobbies/Interests

### Making

I have always had a keen interest in making and building things. I am always working on at least one project in various specialisations, and always looking to improve my knowledge and abilities. The creations I am most proud of are: a Digital Clock made from scratch using logic gates, a 3D printed key holder, and a handmade wooden cabinet. Recently I have mostly been doing a lot of CAD work and 3D printing as I have just purchased a 3D printer.

### Board Games

I often meet with different groups to take part in various tabletop games both as part of competitions and working as teams. I enjoy both the problem solving aspect and the social team building.

*Last Updated: March 2019*