

# **Jordan Dunbar**

Glasgow

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## **SUMMARY**

Student in Software Development with experience and extensive education in software design and development. Excellent verbal and written communication due to years of customer service. A fast learner with strong time management, multi tasking skills and strong work ethic in a team or individually. Strong troubleshooting and problem solving skills with an analytical mindset.

## **SKILLS**

**Languages:** C#, Python, SQL, HTML, CSS

**Tools:** Microsoft SQL Server, MySQL, PowerBI, MS Office (Excel, Word, Powerpoint, Outlook, Access), Visio, AutoCAD

**Other:** T-SQL, SSIS, SSRS, SSAS, DBMS, RDBMS

## **WORK EXPERIENCE**

### **Delivery Driver**

#### **Pizza Hut**

**March 2018 to December 2018**

- Delivered products in a timely manner and collected payments from customers.
- Resolved customers enquiries about products and services.
- Maintained health & safety standards within the store.

### **Customer Service Advisor**

**Harpercollins Publishers**

**May 2017 to August 2017**

- Coordinated paperwork and payments for new orders and replacement books to obtain speedy service for each customer.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.

### **Design Engineer**

**Siemens**

**November 2016 to March 2017**

- Reviewed design requirements and identified appropriate materials to use in development of solutions.
- Created CAD models and drawings for railway station platforms.
- Performed on-site field surveys and wrote technical narratives to document processes and design changes.
- Interacted with project leaders and stakeholders to define requirements and generate and maintain design development documents.

### **Junior Engineer**

**Linbrooke Services**

**September 2014 to August 2016**

- Worked closely with the senior engineers drawing schematics and designing the layout for new builds on station platforms using AutoCAD.
- Applied engineering methods for sound product design to manage understandable execution of calculations and best practices.
- Performed on-site field surveys and wrote technical narratives to document processes and design changes.

## **Desktop Technician**

### **Conservatory Climate Control**

**April 2013 to August 2014**

- Configured hardware, devices and software to set up work stations for employees.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Removed malware, ransomware and other threats from laptops and desktop systems.

## **Stockroom Assistant**

**Next**

**November 2012 to April 2013**

- Verified quantity and description of materials received by checking merchandise against the packing list.
- Recorded information, shortages and discrepancies to keep records current and accurate.
- Kept warehouse clean and organized to maximize team efficiency and productivity.
- Moved furniture and boxes using utility dolly and truck ramp.

## **Sales Assistant**

**Primark**

**January 2008 to September 2012**

- Delivered a high level of assistance by locating products and checking store systems for merchandise at other sites.
- Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends.
- Referred customers to various services by evaluating needs and providing recommendations.
- Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction.
- Processed cash, check and credit card payments.

# **EDUCATION**

## **Bsc Video Game Software Development**

**Glasgow Caledonian University**

**2018 to 2021**

## **HNC Video Game Development**

**City of Glasgow College**

**2017 to 2018**

## **HNC Computing**

**City of Glasgow College**

**2012 to 2013**

## **HNC Civil Engineering**

**Stow College**

**2008 to 2009**

## **Stonelaw High School**

**2003 to 2008**

Int 1 Maths - A

Int 1 Music - A

Int 1 Technical Studies - B

Int 2 English - C