

Jordan Dunbar

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[LinkedIn](#)

SUMMARY

Passionate individual with experience of computer infrastructure and years of customer service experience. A problem solver who enjoys a challenge, can work well under pressure, good communication skills and attention to detail. Solid experience in computer hardware, Windows server, network support and troubleshooting.

Looking for employment which will challenge my problem solving skills and allow me to continue to develop my knowledge and potential.

SKILLS

- Installing and configuring PCs and mobile devices
- Windows Server 2016
- Troubleshooting PC, mobile devices, network and OS issues
- Software installation and maintenance
- Active Directory
- Microsoft Office 365 (Excel, Outlook, Word, PowerPoint)
- Virus/Malware protection
- Microsoft 7, 8 and 10 OS
- HTML, CSS, Javascript, C#, and SQL experience

EDUCATION

BSc Computer Games Software Development

Glasgow Caledonian University

2018 to 2020

- Games Programming.
- 3D maths for simulation and visualisation.
 - Data structure and algorithms.
 - Game artificial intelligence.
- Fundamentals of network and cloud computing.
- Graded Unit/Working within a Project Team (Team Project)

HNC Video Game Development

City of Glasgow College

2017 to 2018

- Structured Programming for Games.
 - 3D Modelling and Animation.
- Mathematics (Calculus and Matrices).
 - Games Interface Design.
- Computer Games: Creating Graphics.
 - Game Theory.
- Graded Unit/Working within a Project Team (Team Project)

HNC Computing

City of Glasgow College

2012 to 2013

- Computer System Fundamentals.
 - Troubleshooting Problems.
- Introduction to Project Management.
- Systems Development: Introduction.
- Introduction to Programming Fundamentals.
- Developing Small Scale Standalone Applications.
 - Mobile Technology.

HNC Civil Engineering

Stow College

2008 to 2009

- Mathematics.
- Geotechnics.
- Site Surveying.
- Material testing.
- Substructures.
- CAD Contract and Project Management.
 - Communication Skills.
 - Health and Safety.
- Structural Mechanics and Analysis.

Stonelaw High School

2003 to 2008

- Int 1 Maths - A
- Int 1 Music - A
- Int 1 Technical Studies - B
 - Int 2 English - C

Driver's Licence

2009 to Present

WORK EXPERIENCE

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 organised to maximise 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.
- Referred customers to various services by evaluating needs and providing recommendations.
- Processed cash, check and credit card payments and dealt with customer refunds.