

## JAMES DRYSDALE

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Front-end developer with proven leadership experience, and ability to mentor and develop others. Passionate about building accessible, sustainable products that delight users with a great user experience. With over 3 years of experience in demanding technical roles, now looking to grow further in a company with a shared commitment to excellence.

## PROFESSIONAL EXPERIENCE

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CodeClan, Edinburgh

2022 – 2023

### **Instructor for software development and UX**

- Taught over 100 students Software Development using Python, JavaScript, Java and related frameworks. Database Development, programming concepts such as Object Oriented programming, and Agile methodologies.
- Coordinated 3 new Youth Academies in Perth and Tweedbank, which created a pipeline for young people with no coding knowledge or experience to upskill, going on to further education, apprenticeships or internships after graduation.
- Wrote and delivered a short course on UX Fundamentals upskilling more than a dozen learners.
- Facilitated an employee network group for LGBTQ+ staff, which promoted DEI.

Daxtra Technologies, Musselburgh

2022 – 2022

### **Lead Technical Support Engineer**

- Liaised with senior management, fostering positive communication and a strong supportive culture at every level of the company, increasing staff retention by 30%.
- Inspirational leadership and guidance helped colleagues resolve issues more quickly, increasing client satisfaction by 12%.
- Facilitated weekly team meetings and tirelessly removed any blockers colleagues were facing, consequently, team members resolved 4% more issues.

Daxtra Technologies, Musselburgh

2021 – 2022

### **Technical Support Engineer**

- Delivered 1st and 2nd line technical support, delivering excellent customer service to external clients.
- Debugged over 2000 issues with technologies such as Linux, Apache, PERL, Node.js, SQL, MongoDB and XML to resolve application and server issues within SLAs.
- Exceeded KPI targets while also making time to assist and mentor junior colleagues. As a result, the whole team's performance improved by 24% over time.

You Understood, Remote

2020 – 2021

### **UX and UI Designer**

- Incorporated UX design principles, the Laws of UX, and UI Design Patterns when designing over 2 dozen screens for the mobile app, and web app, to ensure accessibility and ease of use.
- Created and presented wireframes and prototypes of designs to stakeholders using Figma, then incorporated feedback to make the product better iteratively.
- Followed agile methodologies and collaborated with the development team during weekly sprint planning sessions, and sprint reviews to drive the project forward.

Paths For All, Remote

2020 – 2020

### **Front-end Developer**

- Designed and developed a feature using React Native with styled-components to guide users through balance-building exercises, allowing users to control the number of reps and record results.
- Adhered to agile methodologies with weekly sprints, daily stand-ups, and using a Trello Kanban board.

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## EDUCATION

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CodeClan, Edinburgh

2020

**Professional Software Development - Professional Development Award (SCQF Level 8)**

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## SKILLS

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- **Front-end:** HTML, CSS, Tailwind, Bootstrap, Javascript, React, Next.js
- **Back-end:** Node.js, SQL, Postgres, Express, MongoDB
- **UX and Design:** Figma, Lighthouse
- **Other:** Git, GitHub, Asana, Scrum, Agile Methodologies, WordPress and other content management systems.

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## VOLUNTEERING

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ADPList Mentoring Platform, Remote

2020 - Present

### **Mentoring**

- Provide mentorship and career guidance for Software Development and UX students/graduates/career changers and junior professionals.
- Awarded twice by ADPList mentoring platform in recognition of being a top 1% mentor.

Scottish Tech Army, Remote

2020 - 2023

### **Software Developer**

- Completed User Acceptance Testing for the SOLE platform, which helped dozens of businesses/charities in Dunbar provide services online during the COVID-19 pandemic.