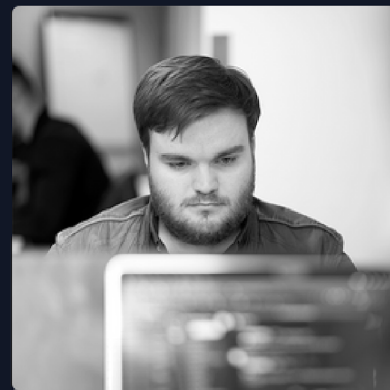# James David Finch.

Product Support Engineer & Frontend Developer

Hey, my name is James David Finch, i'm a versatile and self-taught IT professional with extensive experience across multiple sectors. From web development to cyber security and IT support, I have a broad skill set and passion for learning make me a valuable asset to any team.

Work Experience

Product Support Engineer @Proofpoint
June 2023 - August 2023

- Delivered outstanding Tier 1 technical support to administrators and enterprise-level partners, promptly resolving complex issues through various communication channels.
- Leveraged my expertise in email systems, networking, and cybersecurity to analyze and troubleshoot software problems, ensuring accurate and efficient resolutions.
- Acted as a trusted advisor to customers, offered guidance on the optimal utilization of our products, and addressed specific systems issues to enhance their overall experience.
- Collaborated with cross-functional teams as a liaison between customers and support tiers, managing product escalations and facilitating installations.

Front-End Web Developer @DestinationCore
December 2020 - August 2022

- Developed dynamic, modular websites for shopping centers and districts throughout the United Kingdom, using responsive layouts and clean, efficient code.
- Spearheaded the development of a base repository and folder structure that served as the foundation for all projects, streamlining workflows and increasing team efficiency.
- Mentored and trained new team members, sharing best practices and advancing the team's overall knowledge and confidence in our products.
- Reviewed and contributed to pull requests and workflows across multiple repositories, ensuring code quality and maintainability.

IT Support Technician & Web Developer @Town Close
May 2015 - January 2019

- Collaborated on the development of a holiday program booking website, using Sage Pay payment integration to enable families to easily book and pay for their children's attendance.
- Cultivated strong interpersonal skills while providing effective support to a diverse range of users across different generations.
- Thrived in a high-pressure environment, providing essential technical support to teachers and staff, ensuring that their needs were met and issues resolved in a timely and efficient manner.
- Managed over 300 Windows users, utilizing Active Directory and other Microsoft products to provide effective moderation and troubleshooting services.

Founder & Lead Developer @NexusNation
August 2013 - June 2021

- Developed and managed bespoke online game servers that served over 1.5 million unique users, providing a unique gaming experience and fostering a loyal community.
- Built a custom administration panel and statistics system that allowed the staff team to easily maintain the servers and track their performance, even when working remotely.
- Managed a team of 20 staff members, developing strong leadership and hospitality skills while ensuring that the team was meeting its goals and targets.
- Gained valuable experience with Unix systems, configuring firewalls to protect against Layer7 attacks and ensuring the security and stability of the servers.

Education

- **BSc @ UCLAN**
  2019 - 2020
- **L3 Diploma @ CCN**
  2015 - 2017
- **L2 Diploma @ CCN**
  2014 - 2015
- **GCSE @ WyHigh Ac**
  2009 - 2014

Skills

Front-End Development

Back-End Development

Cloud Computing

Unix Systems

Contact Info

✉ cv@jdf.gg

🌐 jdf.gg

Interested in finding out more? Head to my portfolio website.