

# Jay Coughlan

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:: 1781 McRae Ave, Victoria, BC ::

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## Technical Skills:

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- Programming Languages - C#, Java, Javascript, C++, C, HTML + CSS
- System Administration Tools - Windows Powershell, VMware, Jenkins
- Operating Systems - Windows OS, Windows Server 2008/12, Linux OS (Ubuntu, Kali), Mac OS
- Technical Tools - Unity3D, Visual Studio, Android Studio, DirectX 9, Office360, GitHub, Jira, Confluence

## Soft Skills:

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- Quick Learner – I'm able to quickly pick up and use new tools and skills
- Thorough Troubleshooting – I ask discovery questions and eliminate possible causes to find the problem
- Adaptive Team Member – I work well in a team and on my own, and I can change roles so suit the project

## Education:

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Jan. 2015 – Jun. 2017 *B.C.I.T.*

- Completed Term 1 – 4; Earned a diploma in *Computer Systems Technology*
- Completed BCIT's co-op program at *Absolute Software (Jan 2016-Sept. 2016)*

Oct. 2011 - Oct. 2012 *Vancouver Film School*

- Diploma in Game Design
- Specialized in Game Writing and Game Programming in Unity3D

## Projects:

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### *Cave Flier – BCIT Project:*

- Part of a four-programmer team
- First person virtual reality flight game with randomly generated obstacles and consumables
- Used C#, Unity3D and GoogleVR plugin
- Three-week production cycle

### *Password Updater Script – Absolute Software Project:*

- Designed as an internal tool for *Absolute Software's* hosting operations team
- Used *Powershell*, the *Powershell* markup language, *PasswordState* API's, C# and *Unity3D*
- Three-month project in between other responsibilities
- Created script to automate and manage checking password ages and generating new passwords
- Connected to *DRAC* and *Windows Server* OS's to checked against repository, and changed passwords

### *Moon Child – Vancouver Film School Final Project:*

- Worked in a four-person team of diverse skills
- Used *Unity3D* as our primary engine
- Two different character controllers and game-play styles
- Three-month production cycle

## ***Work Experience:***

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Mar. 2018 – Current                      *Checkfront – Technical Support Specialist; Victoria, BC*

- Strong communication with team members and other teams
- Troubleshooted technical issues with customers
- Provided recommendations and solutions based on customer's configurations
- Headed our Internal Documentation Update project on Confluence
- Used Jira to keep track of system bugs, improvements, and feature requests, and contacted customers when tickets were completed

Sept. 2017 – Jan. 2018                      *Shaw Cable – eCare TSR; Vancouver, BC*

- Strong communication with different team members
- Troubleshooted technical issues with customers
- Dealt with many different devices and configurations
- Used tools and skills for better troubleshooting and resolution steps
- Kept track of issues and incidents using Case Management ticketing system

Jan. 2016 - Sept. 2016                      *Absolute Software – Junior Systems Administrator; Vancouver, BC*

- Developed and updated dashboard application
- Worked with servers and server applications
- Developed *Powershell* scripts to manage passwords on systems
- Compared various products for potential use

## ***Hobbies and Interests:***

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Dragons, video games with friends, writing and critiquing with my writing group, fantasy novels about dragons, Pokémon, Doctor Who, dungeons and dragons, and not being killed by dragons in dungeons and dragons.