

# JORDAN BELL

*Junior Software Engineer & IT Specialist*

📍 Kingston upon Thames, UK | 📞 +44 7851 032 740 | ✉️ jordanbell321@gmail.com  
🌐 nexusgit.info | 💻 github.com/JayNightmare | 💼 linkedin.com/in/jordan-s-bell

## PROFILE

Adaptable and results-driven IT professional with a BSc (Hons) Computer Science (First Class) and industry-recognised certifications including CCNA, CCST, and AWS Cloud Foundations. Skilled in troubleshooting, system administration, and scripting, with hands-on experience supporting users, managing cloud infrastructure, and developing custom software solutions. Combining strong technical expertise with excellent communication skills developed through customer-facing roles, ensuring smooth operations and positive user experiences.

## CORE TECHNICAL SKILLS

- Systems & Networking: Windows & Linux Administration, Microsoft 365, Active Directory, Endpoint Protection, AWS (EC2, S3, IAM), Microsoft Azure VM
- Scripting & Automation: PowerShell, Bash, Python (Boto3)
- Database Management: SQL, NoSQL (MongoDB, MySQL, SQLite)
- IT Operations: Incident Management, Ticketing Systems, Monitoring & Logging, Data Backup & Recovery
- Development: JavaScript, Node.js, React, REST API Integration, Java, & Kotlin

## CERTIFICATIONS

- Cisco Certified Network Associate (CCNA – 200-301)
- Cisco Certified Support Technician (CCST)
- AWS Academy Cloud Foundations (2025)
- Artificial Intelligence Management System (AIMS)
- IT Service Management

## PROFESSIONAL EXPERIENCE

IT Specialist / Software Developer – Self-Employed (2021 – Present)

- Designed, deployed, and maintained 5+ web applications, 28 Discord Bots, and 5 API services, improving functionality and automation for clients.
- Implemented secure database solutions (SQL & NoSQL) and optimised API endpoints to handle 1,000+ user requests daily.

- Configured AWS EC2 and S3 environments for hosting and data storage, reducing hosting costs by 20%.
- Provided remote and on-site IT support, troubleshooting hardware/software issues and implementing preventative measures.

#### Customer-Facing Roles (Hospitality & Service) – Various Employers (2021 – Present)

- Delivered excellent customer service in high-pressure environments including pubs, hotels, and leisure venues.
- Progressed to Head Chef at Tenpin, managing a small team and coordinating operations.
- Developed problem-solving, conflict resolution, and multitasking skills directly transferable to IT support environments.

## PROJECT HIGHLIGHTS

#### DisTrack – VSCode Extension, Discord Bot, & Website

- Tracks coding sessions in real-time and displays leaderboards; used by developers globally.
- Integrated MongoDB NoSQL for efficient data storage and retrieval and implemented snapshot-based ranking logic.
- Tech Stack: JavaScript, React, & Discord Integration

#### Augmented Perception – AR Glasses Prototype

- Researched AI and computer vision integration for real-time augmented reality applications.
- Designed proof-of-concept software for processing multi-camera input streams.
- Tech Stack: Python, JavaScript, YOLO, & PyTorch

## EDUCATION

#### BSc (Hons) Computer Science – Kingston University, UK (First Class) – 2021–2025

- Started with Foundation Year
- Primary Tech Stack: Java, JavaScript, PHP, and Kotlin
- Created applications with a wide range of use cases.
  - CV Builder – Java
  - Book Tracker App - Kotlin
  - Banking System – Java
  - Final Year Project (Translation App) - JavaScript

#### BTEC Extended Diploma in Applied Science – Kingston College – 2019–2021

- Report writing, noting down observations, and using scientific literature.

## **SOFT SKILLS**

Problem-Solving & Analytical Thinking

Clear Communication with Technical & Non-Technical Users

Team Collaboration & Leadership

Adaptability in Fast-Paced Environments