

Jordan Nash

Full Stack .NET Developer

I am a seasoned open-source developer. Graduated with Diploma of Software Development and created various projects on GitHub and contributed to others. Had numerous approved pull requests, spoken at meetup talks, and had blogs published online. I have done loads of C# work. Used Docker, to make the process easier to install SQL server and setup multi-container applications. Used Github Actions to automate the process of compressing images I upload to my website for accessibility.

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📍 Brisbane, Australia

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📖 medium.com/@jnash486

📱 Available upon recruiter request

📅 layersofabstraction.github.io/#

🐙 github.com/LayersOfAbstraction

SKILLS

Jekyll (6 months)

■ JavaScript (1 year)

ASP.NET Core (2 years)

■ SQL (3 years)

■ AWS CLI

■ SQL Server / MySQL (3 months)

■ Jenkins / CI

■ React (3 months)

CSS (1 year)

Ruby on Rails 1 (month)

Git (2 years)

■ C# (3 years)

Docker

Confluence

Jira

Windows Forms

EDUCATION

Certificate 3 Individual Support TAFE

01/2017 - 07/2017

Logan

Diploma Software development TAFE Queensland

01/2015 - 06/2016

WORK EXPERIENCE

Associate-Customer Support Tech Mahindra

08/2022 - Present

Achievements/Tasks

- Completed the Security Champion | Advanced level course and got an award. I was able to complete this between calls, or as soon as we had downtime to do it which did take at least one month.
- I received a First-Call Resolution award due to the effort I put into resolving the customer's problem first time and have an 84% first call resolution ratio.
- Did not have access to the Windows Startup folder so I automated the process of opening all systems simultaneously. Our systems were browser-based. I stored system shortcuts as favorites/bookmarks in the browser folder to ensure system readiness. Microsoft Office files I had on the computer were transitioned to cloud storage to be viewed in online versions along with other browser favorites.
- Ensured NBN maintenance appointments were scheduled with network failed tests that demonstrated why they needed to come, so as to avoid appointment cancellations with our clients.
- Helped enable vulnerable clients for priority assistance by asking probing questions to discover vulnerability triggers based on our client's age/illness or disability without the intent to discriminate against those triggers.
- I created my own Problem Statement template, to ensure my questions could be answered quickly and effectively and prevent unnecessary questions like, "what is your employee number?" "What is your call reference number?"

WORK EXPERIENCE

Customer Solutions Specialist

Probe

09/2021 - 07/2022

Springfield

Achievements/Tasks

- Listened to floor support's criticism of our scripting pages, coached information on improving it and implemented suggestion which was approved.
- Helped individuals enter an agreeable payment plan.
- Took extensive notes especially when working with individuals from vulnerable backgrounds including Torrest Trait Islanders, people with disability, and those with language barriers. Gave them ID number to give to us in future so next specialist can easily refer to my notes and understand client's problem better.

Support Worker

Nextt Group

08/2021 - 09/2021

Brisbane

Achievements/Tasks

- Engaged client to pass the time.
- Watched over him to prevent client damaging property.
- Guided client through online self service when telling centrelink he changed their address rather than telling them in person.

Support Worker

Way Future Support Services

08/2020 - 08/2021

Achievements/Tasks

- Connected client to group activities outside his home
- Built rapport with client
- Got companion card so a client can attend more venues and enjoy more enrichment

Support Worker

Community Support Pty Ltd

08/2020 - 10/2020

Achievements/Tasks

- Successfully encouraged client to go outside home
- Successfully encouraged client to go to school many times
- Made client feel safe

Support Worker

Uniting Care Queensland

01/2018 - 01/2018

Achievements/Tasks

- Guided client around outdoor areas
- Engaged client to pass the time during train trips
- Kept client safe

Freestyle slalom skating coach

Self Employed

10/2018 - 06/2021

Achievements/Tasks

- Taught children and adults basic skate skills and advanced freestyle slalom skills
- Made detailed and easy to understand practice plans so my clients know exactly what to do and how to practice basic tricks
- Improved client's self-esteem and confidence

WORK EXPERIENCE

Assistant cook

MacDonald's and Hungry Jacks

06/2010 - 01/2013

Achievements/Tasks

- Kept team stocked up on essential items from outdoor freezer
- Put fillet burgers together quickly
- Emptied containers quickly for team to refill

Action Recliner assembly worker

Acme Furniture Australia Pty Ltd

04/2007 - 01/2010

Achievements/Tasks

- Swiftly assembled heavy duty parts into recliners
- Stacked heavy recliners into pile to be used for furniture
- Did this somewhat dangerous work without injury

PERSONAL PROJECTS

DataTables Editor with C#, SQL Server and ASP.NET 6 MVC

- I featured on the BrisJS group a prototype I have on Github to allow for advanced front-end table sorting, searching, and paging in DataTables with Editor server-side libraries <https://youtu.be/9iSc50mgOZE?t=5426>
- Used my own blog hosted from Github Pages as a script to read from during the live stream <https://consolecommando.net/DLeftJoins3.html>
- Released a complete sample application from the blog <https://github.com/LayersOfAbstraction/DTEditorLeftJoinSample/tree/master>

Conversion of a static HTML, CSS and JQuery portfolio to Gatsby

- I created a blog that was published on Medium by Level Up Coding on how to convert a famous Youtuber's portfolio from static HTML/CSS JQuery to Gatsby. Please advise blog is behind a paywall but also available for free on my website. <https://medium.com/gitconnected/how-to-turn-your-portfolio-into-a-blogging-website-with-gatsby-1ae8042ef462>
- Used the blog as a script for a BrisJS group livestream. https://youtu.be/FGaGk_Fcrjo?t=790
- Forked Joshua Fluke's repository which I demonstrated for the project conversion using third party tools to make the process easier.

Pitcher - Bug logger software

- Implement 3rd party login service Auth0 rather than creating login system from scratch
- Successfully Logged bugs found in the software as problem tickets in the backend project database
- Used ASP.NET MVC with Entity Framework to build project
- Transformed solved bug logs into technical HOW-TO blogs in my portfolio

FTDC File Time Date Converter

- Created API to auto rename multiple selected files across windows file system to filename specified by user

Portfolio

- Created beautiful layout in responsive Media Query Design
- Attached blogging engine written in Jekyll Static Site Generator to easily create highly detailed technical HOW-TO blogs

Undercover multipurpose recreation area

- Published video https://www.youtube.com/watch?v=zqh_gvzzd1k
- Got on Front page of the Southern Star about idea implementation <https://i.imgur.com/XoD0viV.jpg> article content here <https://tinyurl.com/m5v2herk>
- Got petition published on Brisbane Council website with help from Ben Strickland <https://tinyurl.com/b7w3z8ne> and made brochure idea <https://tinyurl.com/3fvzucu3>

VOLUNTEER EXPERIENCE

Volunteer

Zi Zai Dong Zen

08/2017 - 07/2020

Tasks/Achievements

- Did Qi Gong on people with illnesses learned from master

VOLUNTEER EXPERIENCE

Volunteer support worker

Various support worker companies

08/2017 - 07/2020

Tasks/Achievements

- Volunteering as a support worker with several companies
- Exposed to violent and confrontational clients
- Simplified tasks for clients to meet their goals

Strawberry Sundae Stalls helper

Prince Charles Hospital Foundation

06/2017 - 06/2017

I was an all-rounder doing the ice cream scooping, mashing the strawberries, serving the customers ice cream.