

Michael Nash

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EXPERIENCE

Support Analyst, Studio Four Four Ltd

2016 to present

As the main contact for 15 clients and secondary contact for another 5, I provided all levels of IT support required to keep my clients businesses running smoothly. I oversaw all aspects of their technology, providing a bespoke service and keeping my clients up-to-date with standards for their respective industries.

Pathways Coach, South East Coast Ambulance Service

2015 to 2016

My main responsibilities were: auditing calls and providing the call handler with feedback to help improve and maintain standards; mentoring new recruits, making sure they have the ability and confidence to work effectively on their own; providing support to others in the call centre; participating in interviewing and training potential new call handlers; and liaising with other services.

111 Health Advisor, South East Coast Ambulance Service

2013 to 2015

As the first point of contact for the service, I shaped the callers experience. It was imperative that my representation of the organisation was always polite and professional. During my time I received two compliments, no complaints, and I consistently exceeded all set targets.

EDUCATION

The Open University: Expected 2:1

2014 to 2017

Computing and IT BSc (Hons): Final year modules; Computing and IT Project, Software Engineering, Interaction Design and the User Experience, and Data Management and Analysis.

The Harvey Grammar School

4 A-levels: in Further Mathematics, Mathematics, Physics, and History. 1 AS-level in Chemistry.

11 GCSEs: A-C grades including English, Mathematics, and Science.

DEVELOPMENT

Personal Website

www.michaelnash.space

Created a personal website from scratch without the use of any templates or frameworks. I utilised HTML and CSS with JavaScript for any applications. I will continue to update the site to reflect my abilities and the projects I have worked on.

I created a website using Python with the Django framework. This site is currently not hosted. However, examples of its code and functionality may be found on my GitHub (www.github.com/MNprojects). The functionality simulates a library, where users can see the books that the library currently has. Users can set themselves as Librarians, who are able to change the state of books as being on-loan or available.

iOS Application

For my final year project, I created an app for iOS mobile devices using Swift3 with Xcode. It was an educational app, designed to help children learn to spell in English while playing a game. The app mimicked some traditional techniques used for spelling while making use of the touch screen of the device. The user was able to create custom lists of words to test, as well as having some prebuilt lists that were suitable for different age groups. The game was not released on the App Store.

Data Analysis

Using Python with Pandas and SQL, I created a report on the EU Referendum data, combined with the data from the last census.

FileMaker Database

Maintenance and development of the internal database at Studio Four Four using FileMaker. I created functionality such as the ability to scroll through different dates of our timesheet interface and made created tables with views for storing and reading data.

TECHNICAL SKILLS

Languages: Python, Java, Swift, JavaScript, CSS, HTML, SQL

Frameworks and tools: Django, Git, GitHub, Pandas, Xcode, FileMaker

PERSONAL SKILLS

Time management and organisation

- ❖ Meeting deadlines for projects at work and university simultaneously, I have shown my ability to manage my time effectively and to work independently.
- ❖ Proven ability to prioritise short and long-term tasks effectively, ensuring that all tasks are managed appropriately.
- ❖ I strive to always be punctual throughout my life. I believe it helps display professionalism and respect.

Communication and negotiation

- ❖ I've had to communicate effectively with people across the country, from a variety of backgrounds and cultures, on a daily basis.
- ❖ Through my work, I've successfully negotiated to reach the best outcome for all parties.
- ❖ I work well under pressure, as demonstrated in my previous role by handling a wide range of life-or-death situations while dealing with people that are usually in a very emotional state.
- ❖ I've provided face-to-face training and feedback to individuals and groups.
- ❖ I've lead professional development meetings and I'm always happy to contribute to a meeting where appropriate.

Team working

- ❖ I helped to encourage our team to reach targets set and to embrace changes that have been introduced.
- ❖ I've taken part in a variety of different events in the office to facilitate a better working atmosphere for all.
- ❖ I've shown flexibility in working days, nights, and weekends in order to make sure that we meet deadlines.

OTHER TECHNICAL SKILLS

- ❖ Experience in Java and NetBeans for coursework
- ❖ Managed DNS records for domains with various Registrars, making sure they were configured correctly for website and email services etc.
- ❖ Support experience for macOS, Windows, and Linux including Bash and PowerShell
- ❖ Understanding of different project and service management methodologies such as Agile methods and ITIL
- ❖ Network support experience; designing new networks from scratch; configuring routers, switches, WAPs, CCTV etc; Windows server 2008 – 2012 with AD, exchange, and group policy management;
- ❖ Experience supporting a wide range of tech such as Office 2003 – 365, Adobe CCfT, Autodesk products, Bentley software, Dropbox, G Suite,
- ❖ Creation and maintenance of hardware/software audits
- ❖ Understanding of new incoming legislation for GDPR and the security implications