

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 some JavaScript for any applications.

Using Python with the Django framework, I've created a small website. This site is currently not hosted. However, examples of its code and functionality may be found on my GitHub and personal website.

iOS Application

I have created an iOS application using Swift3 with Xcode. The app was designed to help children learn to spell by playing a game. It allowed the user to create custom lists of words to be tested.

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.

TECHNICAL SKILLS

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

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