



RORY BELL

SUPPORT ENGINEER/ JUNIOR DEVELOPER

/ ALL ABOUT ME

I am a passionate and driven individual that thrives on continual growth and development and has an unquenchable thirst for knowledge. I thoroughly enjoy having a problem to solve and crave an ongoing challenge. This makes the tech/support world the perfect domain for me.

I am returning to the industry after some time away with parenting duties and keen to hit the ground running.

I am wanting to continue gaining experience as a Support Engineer / Junior Developer. My plan is to complete my Bachelor around working and strive for a software development role in the future.

Currently Leaning into c#, .NET, and Azure cloud services and have an interest in Business Intelligence and the Dynamics 365 worlds as I see them as valuable/Viable career options.

I like studying different software development methodologies, architectures and best practices. I am thoroughly looking forward to continuing my journey in the tech world.

Looking forward to your reply!

/ CONTACT DETAILS

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/ WORK EXPERIENCE

>> Support Engineer

Gaia Resources | Feb 2020 - Feb 2021

- Supporting large scale software applications:
 - Multi application government project for Queensland State Archives. A customer or "public" facing portal. A government side employee portal and a tailored revision of an open source project called Archivesspace (the archives portal). The stack included Ruby (Sinatra) that was compiled by JRuby to run on a Java virtual machine (backend), Ruby on Rails (backend of the frontend), REACT vanilla and TS (Front end), MySQL
- Debugging server issues:
 - Our servers were run mostly on ubuntu AWS ec2 instances. Tasks and/or tools included SSH protocol, ubuntu tools like Rsync and SCP, checking network config in the AWS Console (Network security groups and ACL's), Sourcing and checking logs (NGINX, MySQL, application, cloudwatch, often with vim), checking servers when deployments had failed and finding out why, restarting services
- Debugging code:
 - Some of the archive logic could be pretty complex. So mostly finding where poor logic had slipped through the cracks and fixing it up. Taking tickets and verifying bugs then finding the issue in the code and rectifying. This was across all stacks mentioned above but most of the hairy logic was in Ruby on the backend. Some JavaScript and HTML issues on the frontend (form fields, random characters, popups doing weird things)
- Support and enhancement requests:
 - Youtrack and pivotal tracker ticketing systems
 - Full-stack enhancement across the systems. Eg (add fields to a spreadsheet, database and uploading/transformation class to deal with the added data, write a Ruby Sequel migration to change the structure of the database or alter the data itself, add functionality to run reports on certain data sets from the front end, alter the API to allow certain functionality to transfer across front and back end, add entities to the JSON Model classes (used for entity validations))
 - Formulating and running SQL queries on large datasets.
 - Debugging code as per above
 - Assistance with coding work on the ETL tool used to migrate over 4 million records into a new database format

RORY BELL

SUPPORT ENGINEER

/ OTHER INTERESTS

- Dadding (often in large straw bunnings hats)
- Lawn maintenance (true story)
- High Intensity workouts (sorry body)
- Vegetable Gardening
- Cooking

/ CAREER INTERESTS

- Technical support at higher levels with broader tech scope.
- C# Software Development
- Business Intelligence

/ CERTIFICATIONS

- AWS cloud practitioner (expired)
- Azure Fundamentals

/ EDUCATION

- Diploma of Information Technology
- Certificate 4 Training and Assessment

/ WORK EXPERIENCE

>> Support Engineer

Gaia Resources | Feb 2020 - Feb 2021

- AWS:
 - Migration of 30 accounts into 1 control tower account, applying rulesets and aiding with account governance.
 - S3 bucket creation and usage
 - Spinning up servers. Basic architecture of Ec2 instances within a VPN with RDS or DynamoDB. Setting up ACL's and Security Groups.
 - Implement tagging policy
 - Schedule backups and assist with backup policy in AWS Backup
 - Basic AWS command line skills
 - AWS Gateway and lambda function debugging
 - Creating and assigning domains and subdomains with Route53
 - Assigning Elastic IP's

- Other experience:

- Basic docker knowledge (run docker containers, install docker, create an image)
- Gitlab experience
- Github experience
- Write CI/CD script using GitLab runners (self hosted) and Ansible playbooks
- Debug failing pipelines
- Making pull requests and performing code reviews
- Setup a self hosted bitwarden instance and migrate our passwords over.

>> Level 1/2 Support / Junior Developer

Hub24 | APR 2021 - JUNE 2021

Main Duties included taking support requests via Jira, and telephone, owning them/escalating them if needed and following through. Problem replication, customer education, documentation perusal and update, fixing code bugs, pull requests and code reviews were all part of my role. I also assisted with deploying updates and hotfixes.

Fintech financial planning software application with plugins. C#, .NET, many different versions and revisions.

- Microsoft SQL server management studio
- Remote desktop connection tool
- Visual studio code
- GitKraken
- Gitflow workflow

>> Construction Labourer, Crane operator, Rigger

John Holland | Construction Labourer | Jul 2024 - Current
LCR Group | Crane operator / Rigger | 2008 - AUG 2019
LCH Group | Crane Operator | OCT 2023 - JUL 2024

