

# Scott Thompson

Ambitious Technology Professional  
*BSc Hons Computing*

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<https://www.linkedin.com/in/scott-thompson-18ab6710a/>

Discussion and GitHub Repos for some of my favourite technical projects can be found at [scott-was-taken.github.io/Portfolio](https://github.com/scott-thompson)

## OBJECTIVE

I enjoy meeting new people and working with teams to overcome challenges. I apply this approach in the workplace where I work confidently with my colleagues each day to deliver sensible solutions to complex problems. I am a process driven individual who aims to create clarity from ambiguity and I have a demonstrated track record of success in doing so.

Now that I have some industry experience I am seeking the next step in my career. This must be one which allows me to continue raising the bar as I grow and learn.

## TECHNICAL SKILLS

- SQL/SSMS
- Atlassian Suite
- PowerShell
- Java
- HTML/CSS/JavaScript/JQuery/PHP
- Web APIs
- C# application deployment to Azure Cloud
- Android Development in Android Studio (Java)
- GIT Source Control - Github/Bitbucket

## PROFESSIONAL CERTIFICATIONS

- ITIL 4 Foundation

## PERSONAL INTERESTS

- Video Editing (Adobe Premiere Pro)
- Creative Writing
- Running/Cycling

## EDUCATION

### Glasgow Caledonian University Computing (BSc Hons), 2:1

- Understanding of agile/waterfall methodologies.
- Experience on a development project using scrum methodology - weekly sprints and test-driven development.
- Experience with UML diagrams used in object-oriented analysis and design.
- Understanding of user centered design concepts.
- Experience using a **Python** SVM to examine binary classified datasets and make predictions.
- Development of an "Earthquake Tracker" app for **Android** using British Geological Society Data.
- Experience deploying small single purpose web worker applications in **C#** to the **Azure cloud** (e.g. mp3 sampling tool, image thumbnail maker)

## EMPLOYMENT HISTORY

### IT Service Manager

Retail Insight, May 2021 – Present

- Lead the design and implementation of **Jira Service Desk** system used by operations team.
  - **Collaboration** with all operations teams to gather requirements.
  - Designed a solution with **ITIL Principles** and the needs of the business in mind.
  - **Ownership of rollout** for the new system as the main point of contact.
  - Delivered high quality **insight/reporting** on **Change/Incident/Problem management**, areas the business did not previously have visibility on.
  - Proven ability to **communicate** and **influence** effectively, demonstrated by high quality training materials and blog content.
  - **Research/Testing** to ensure that this solution will suitably onboard clients.
- Demonstration of excellent **interpersonal/communication skills**:
  - **Prompt** and **tactful** response to colleagues every day, ensuring that all work is carried out efficiently and according to the correct priority.
  - Onboarding of new team members and knowledge transfer.
- Creation of high quality documentation on **Atlassian Confluence**:
  - **Overhaul** of outdated or ambiguous documentation.
  - **Creation** of new documentation in places where none existed previously.
  - Ensuring **clarity** not only on what should be done, but also why.
  - Introduced documentation for standard changes, allowing their implementation to be pre-approved by management.
- Project work to replace legacy alerting/reporting procedures using Atlassian OpsGenie:
  - Review of existing alerting process.
  - Migrating alerts from old configurations - slack/email for example.
  - Determining appropriate situations and thresholds to fire alerts to OpsGenie.

### Application Support Engineer

Retail Insight, Jan 2020 – May 2021

- **Maintenance of environments** (test, acceptance, production):
  - Deployment of release candidate code in line with relevant process.
  - Responsible for restores across environments as required.
- **Responding to alerts** to prevent issues developing:
  - **Incident response and issue diagnosis**, escalating where appropriate - Initial triage of issues and correct categorisation of the severity of the incident.
  - **Demonstrated sense of urgency** to prevent major incidents:
  - Prompt communication of incidents and their severity to relevant stakeholders.
  - Collaboration to establish a communication plan for the affected customers when appropriate.
  - **Out-of-hours incident response**, as per on-call rota.
- Automation of repetitive tasks using **Powershell**, **SQL Agent jobs** and **Tocabot (Automated Windows)**
- Implementation of **dashboards** (*holistics/redash*) to monitor Data Accuracy.

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## FURTHER EMPLOYMENT HISTORY

### Brand Experience Partner

John Lewis Partnership, Sep 2018 – Jan 2020

- Specific focus on customer experience throughout the Branch.
- Signposting, explaining and selling experience packages, where necessary creating or tailoring these to customer's individual needs.
- Delivering/Supporting events, liaising with Partners, Customers and Third Parties.
- Acting in a pivotal role in JLP's move towards more experiential shopping. Operating as part of the wider Partner team and contributing to the success of the Branch.

### Sales Assistant (Large Electrical)

John Lewis Partnership, July 2018 – Sep 2018

- Working as part of the selling team in John Lewis Glasgow's electrical department focusing on small and large electrical.
- Building rapport with customers and partners.
- Ensuring customer requirement orders are created efficiently and accurately.
- Acting on customer feedback to ensure customer satisfaction with every customer, every time.
- Responding to customer queries and helping customers to find the right product.
- Listening to any customer complaints and seeking a resolution.

### Loss Prevention Receptionist

John Lewis Partnership, July 2017 - July 2018

- Following all procedures for managing both visitor and partner access.
- First response to all fire or door alarms.
- Call handling for Store Reception and Loss Prevention department.
- Working with loss prevention partners to ensure the protection of partners, customers and business assets.
- Use of CCTV as well as various database systems to investigate issues and record incidents.
- Acting as the first point of contact for visitors.
- Use of EPOS sales database to investigate sales discrepancies.

### Summer Intern - IT Networking & Comms

Argyll & Bute Council, Summer 2016

- Working directly with end users of the council's network.
- Communicating solutions to colleagues with different levels of IT knowledge.
- Day-to-day departmental issues.
- On site work – working with staff members at other buildings across the local authority for site visits and then going onto site and installing networking equipment.

*This role provided me with a variety of networking experience including:*

- Hands on experience with configuration & installation of cisco networking hardware.
- Experience configuring IP reservations for a wide area network.
- Experience with daily network monitoring and intrusion detection.
- Use of RDP for troubleshooting or network configuration from a remote location

**Excellent References available upon request.**