Scott Thompson

Ambitious Technology Professional
BSc Hons Computing

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Discussion and GitHub Repos for some of my favourite technical projects can be found at **scott-was-taken.github.io/Portfolio**

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

- 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.
- 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 (changes that are simple, common, and well documented - so can be pre-approved by management)

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.

Scott Thompson
Ambitious DevOps Engineer
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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.