

Scott Thompson

Ambitious Computing Graduate
2:1 BSc Hons Computing

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Discussion and GitHub Repos for some of my favourite projects can be found at **scottprojects.azurewebsites.net**

OBJECTIVE

Throughout my course I have enjoyed meeting new people and working with teams to overcome challenges on group coursework.

As a recent graduate; I am ready to start my career building upon what I have learned in my time at university.

PROGRAMMING SKILLS

- 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

EDUCATION

Glasgow Caledonian University

Computing (BSc Hons), 2:1

- Gained an understanding of agile and 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)

Hermitage Academy

Scottish Highers/Advanced Highers
(Various)

EMPLOYMENT HISTORY

Brand Experience Partner

John Lewis Partnership, Sep 2018 – Present

- 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 any 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 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 public service workers with ranging 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.