Scott Thompson

Ambitious DevOps Engineer
BSc Hons Computing

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

OBJECTIVE

During my time at university I enjoyed meeting new people and working with teams to overcome challenges on group coursework. This prepared me to apply the same approach in the workplace where I work confidently with my colleagues each day to deliver sensible solutions to complex problems.

Now that I have some professional experience in Technology I am open to a new challenge which will allow me to bring passion into the workplace and continue to raise 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

PERSONAL INTERESTS

- Web Design/Development
- 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)

CURRENT ROLE

DevOps Engineer
Retail Insight, Jan 2020 – Present

- Maintenance of environments (test, acceptance, production):
  - Deployment of release candidate code in line with process.
  - Carrying out database restoration.
  - Managing developer/end user access.
  - Housekeeping on environments - automating this where possible.
- **Responding to alerts** in advance of issues developing:
  - Incident response and issue diagnosis, escalating where appropriate - Initial triage of issues and correct categorisation of the severity of the incident.
  - Communication of incidents to stakeholders.
  - Liaison with Product Owner(s) to keep the customer updated.
  - Out-of-hours incident response, as per on-call rota.
- Working to replace legacy reporting/alerting procedures using Atlassian OpsGenie:
  - Reviewing alerting process.
  - Migrating alerts from old configurations - slack/email for example.
  - Determining appropriate situations and thresholds to fire alerts to OpsGenie.
- Overhaul of existing **Atlassian Jira Service Desk** system used by operations team to ensure compliance in ticketing for auditing purposes - Design and implementation of new:
  - Issue Types
  - Request Types
  - Workflows
  - Screens
  - Fields
  - Field configurations
  - Jira Service Desk Portal
- Demonstration of excellent interpersonal skills:
  - Supporting handover of overhauled **Jira Service Desk** system to colleagues.
  - Prompt and tactful response to colleagues every day, ensuring that all work is carried out efficiently and according to the correct priority.
- Writing high quality documentation on **Atlassian Confluence**:
  - Overhaul of outdated/unclear documentation.
  - Creation of new support documentation in places where none existed previously.
  - Ensuring pages explain clearly not only what should be done, but also why.
  - Detailed documentation of Standard Changes (change requests that are sufficiently simple and well understood that they can be considered pre-approved)
- Automation of tasks, particularly repetitive tasks that take up too much time:
  - Powershell
  - SQL Agent Jobs
  - Tocabot (Automated Windows)
- Creation of dashboards 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.