Ciarán Ainsworth

I'm a passionate technologist with a penchant for writing clear, user-friendly technical documentation. I'm always on the lookout for opportunities to try new things, and spend as much time as I have available attending software conferences around Europe.

Education

2015-2016   **MA, English Literature**; Exeter University

Thesis title: ""The Way it Used to Be": Mono No Aware and the Tanuki in Isao Takahata's Pom Poko"

2012-2015   **BA, Film and Television Studies**; Prifysgol Aberystywth

Dissertation title: ""It's Not of This World": An Analysis of How the Onryō Inflitrated the Western Horror Market"

2014-2014   **Semester Abroad**; Hong Kong Baptist University

Minored in Computer Science (C), Japanese, and Cantonese

Work Experience

Technical Support Analyst: Oneserve 2018 - Present

- Responsible for manipulation of live SQL data, including non-self-service uploads, data correction, and problem solving
- Responsible for identifying bugs, communicating bugs to customers, arranging upgrades
- Undertaking a major rewrite of the product's 700 page documentation store
- Actively engaged in identifying new tooling for all areas of the company's working, including communication, documentation, and project management

Applications Manager: Exeter College 2017 - 2018

- Responsible for testing/packaging applications and managing OS deployments through SCCM and Microsoft Intune
- Solely responsible for the management and running of all GNU/Linux products, including the design of the college's SUSE architecture
- Responsible for planning and overseeing migration of Windows 7 system to Windows 10
- Respondible for the creation and curation of a self-service app store for teachers and non-teaching staff
- Responsible for vulnerability monitoring in Nessus as well as responsive and pre-emptive patch management
- Responsible for Sophos Antivirus deployment and threat analysis
- Actively involved in the development of the college's JIRA platform

Helpdesk Technician: Exeter College 2016 - 2017

- Responsible for undertaking hardware repairs on a range of Lenovo devices and audio visual equipment including interactive whiteboards
- Responsible for responding to support tickets and answering phone calls, as well as interfacing directly with customers
- Responsible for process documentation
- Responsible for setup of AV and recording equipment

Technical Experience

Side Projects

My passion for technology has led me to undertake many projects independently in order to keep learning and evolving as new technologies present themselves.

- I host my own **Mastodon instance** on DigitalOcean using Docker and Nginx, with Amazon S3 as a media store
- I also host a **Funkwhale server** on a similar setup
- My **website** is built using Hugo and CI tools at **Netlify**, and is hosted publically on **GitHub**

Open Source

As a big supporter of Free and Open Source software, I try to help out with OSS projects wherever I can.

- I contribute translations to Japanese, English, and Dutch for a few projects on **GitHub**
- I am the primary en-gb localiser for the **elementaryOS** project
- I am active in troubleshooting channels for **GNU Guix** and **Funkwhale**

Programming Languages

Microsoft SQL: In my current job, I do a lot of work in SQL. This work ranges from data uploads to mass alterations of existing data. Many investigations require deconstructing scripts and stored procedures to assess their outcomes, as well as finding issues across the schema and correcting these in a timely manner. I have also been active in creating stored procedures for use in our application.

PowerShell: During my time as an SCCM administrator, I made use of PowerShell on a daily basis to automate complex tasks and find creative solutions to problems posed by our early adoption of Windows 10 and Microsoft InTune. I wrote a script to automate the process of **deploying Sophos AV**, which I uploaded to GitHub for other administrators to make use of.

BASH: I make heavy use of BASH in both my professional and personal life. As a server administrator I operate mostly in BASH and BASH scripts, and have made use of several of these scripts to automate my personal computers in the same way as my servers.

Python: I have studied Python in my free time using tools such as **codecademy** and have made good use of it in my working life, creating small programs to query the Zendesk API to give a notification when documents need updating. I also wrote a **bot for Mastodon** in Python using the Mastodon REST API.

Basic knowledge of **C**, **.NET**, **Guile Scheme**, **Java**, **HTML**, **CSS**

Additional Skills

- Human Languages:
  - English (native speaker)
  - French
  - Dutch
  - Japanese
  - Cantonese
- Awards
  - Pan-Asian Model UN 2014: Diplomacy Award for Best Delegation
  - Prifysgol Aberystwyth 2012: Senior Scholarship
  - Katharine Lady Berkeley's School 2012: Alex Wood Award for Film
  - Katharine Lady Berkeley's School 2011: Robin Coles Award for Public Speaking
  - British Airways 2010: Flag Award for Proficiency in French
- Additional Achievements
  - Acted as peer-reviewer for **Exclamat!on**, an academic journal from the University of Exeter
  - Undertook a month of charity work in Vietnam with **World Challenge**
  - Achieved Grade 8 ABRSM in violin, grade 6 piano, and grade 5 music theory
  - Achieved first dan black belt in Shotokai Karate

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