Ciarán Ainsworth

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

Education

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

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

Key Responsibilities:

- Manipulation of live SQL data, including non-self-service uploads, data correction, and problem solving
- Identifying bugs, communicating fixes 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

Key Responsibilities:

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

Helpdesk Technician: Exeter College 2016 - 2017

Key Responsibilities

- Undertaking hardware repairs on a range of Lenovo and Apple devices and audio visual equipment including interactive whiteboards
- Responding to high volume support tickets and answering phone calls, as well as interfacing directly with customers
- 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 emerge.

- 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 to the above
- My **website** is built using Hugo and CI tools at **Netlify**, and is hosted publically on **GitHub**
- I make use of open source tools to recover data for people who have experienced data loss or corruption

Open Source

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

- I contribute translations to Japanese, English, and Dutch for various 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 role I do a lot of work in SQL, ranging 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