

Tom Ainsworth

<https://github.com/Tom-Ainsworth> - <https://www.tomsdrumlessons.com/>
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Junior Full Stack Developer

*A junior software developer with experience creating projects with HTML/CSS/Javascript and Python. Currently seeking a junior position in either Front End, Back End or Full Stack development.
Additional background in music education, retail and tech support.*

Technical Skill Set

Technologies	Frameworks / Libraries	Version Control	IDE
<ul style="list-style-type: none">• HTML• CSS3• Javascript• Python	<ul style="list-style-type: none">• Bootstrap• JQuery	<ul style="list-style-type: none">• Git	<ul style="list-style-type: none">• Visual Code Studio

Education and Training

Education:

Current 2021-2022 - Code institute - Diploma in Software Development

Remote learning course accredited by the University of West Scotland. The course covers the languages and frameworks listed above, and also key UX techniques looking at B2B and B2C design, Agile methodologies, database access and tools such as PyTest and Jest.

The course is comprised of practical application via 5 portfolio projects, ranging from static front end to a full stack project and finally a specialism in either E-commerce with Django, Advanced Front End JS with React or Predictive Analytics.

2015-2016 - University of West London - MMuS in Popular Music Performance

2012-2015 - Coventry University - BA Honours Music Performance

Projects:

<https://github.com/lexach91/DateLoc> - Built as part of Code Institute's February Hackathon "Valentine's - Share the love." I worked in a small team using Agile methodologies to build a dating app centred around the date location rather than just physical appearance. Users can create and manage their profile, choose a location, match with users from that location, and chat together before arranging a date. Built primarily with Django for app management, the site also uses some Bootstrap styling, JQuery for Ajax requests, Amazon Web Services for static data storage. Balsamic used for wireframes. Github issues for Kanban board and Heroku for deployment.

https://github.com/Tom-Ainsworth/tu_du_ - To do list built with Python as a command line interface app. Users can create lists, add and complete tasks, save or reset the lists and view a constant example list. Data is saved within a JSON file. Built using a front end template via Code Institute, and deployed with Heroku.

<https://github.com/Tom-Ainsworth/sorting-hat-quiz> - Harry Potter themed personality quiz using HTML/CSS/vanilla Javascript for DOM manipulation. Quiz stored in an array of objects. Version control and deployment with Git and Github Pages

<https://github.com/Tom-Ainsworth/blackshaw-theatre> - Static front end site using HTML & CSS for Blackshaw Theatre, an amateur theatre company based in South West London. Version control and deployment with Git and Github Pages

Professional Experience

Apple inc
Technical Specialist

2021 – Present

It is my responsibility to book, test and diagnose customer device problems, including hardware, software and environmental issues.

- Build and repair lasting customer relationships by exceeding expectations with technical support.
- Booking and managing appointments through the internal Concierge app for iPadOS
- Communicating repair details to customers, minimising jargon. Empowering customers to troubleshoot themselves in future.

Tech Stack

- **Conceirge** - internal booking system for appointments
- **EasyPay** - internal payment system for transacting customer repair costs
- **MobileGenius** - Database and diagnostics console to handle appointments efficiently

Tom's Drum Lessons - Self Employed Owner & Educator

2017-Present

It is my responsibility to manage and operate the business from sourcing leads, managing payments, teaching lessons, scheduling and everything in between.

- Dealing with ambiguity to deliver lessons in several learning styles to suit the student
- Sourcing and converting leads into paying weekly customers through web traffic and word of mouth.
- Website management including analytics, design, content and maintenance
- Booking and handling lesson payments for new and recurring students
- Booking and managing studio hours through Pirate.com
- Lesson planning
- Inventory management for student equipment such as sticks, books and ear protection.

Apple Inc Specialist

2016-2021

It was my responsibility to deliver the full solution to customers. This including hardware, software and services, to get them setup for the entire lifecycle of their product

- Strong communication skills to deliver the complete Apple solution.
- Inventory management
- Mentoring
- Helping the team improve performance metrics via NPS, sales and services.
- Technical knowledge of MacOS, iOS, iPadOS and all 3rd party integration with Apple products.
- Strong empathy to align with customers, and de-escalate complaints.

Other

- Drumming - I've been playing drums since I was 14, and I still love learning, teaching and performing
- Gaming - I can't remember a time that I was interested in video games. From PS1 and Sega Mega Drive to Xbox Series X and Nintendo Switch, I love most types of games, especially RPGs and shooters
- Football - I play 6 a side most weekends and when I'm home visiting parents I'll try and get to a Sheffield United match.