Dave Jones

Software Engineer with a passion for helping people

Bank-end Developer / Support Engineer with a taste for object-oriented code. Author of several open-source projects including Sheldon, a dotfile manager written in Ruby and FurAgent, an Elixir web-app for easier invoice creation. Passionate about helping people over the internet and working to build the next big thing. St Andrews Alumni with class medal for Internet Computer Science.

Experience

Senior Support Engineer

2018 – Present
FreeAgent

- Point of escalation for the most complex of technical queries and customer complaints.
- Developing our support software and internal tooling to scale with growing customer numbers.
- Mentorship of team to share knowledge and remain responsive.
- Work with Product Managers to highlight challenges, agree on solutions and prioritise work.

Support Engineering Team Lead

2016 – 2018
FreeAgent

- Line management of 3 engineers.
- Maintenance of team KPIs and achieving our OKR commitments.
- Team hiring and onboarding.

Support Engineer; Junior, Mid-level and Senior

2012-2016
FreeAgent

- Answering customer support queries via email and phone.
- Querying and updating customer data in production.
- Log analysis through ELK Stack (Elasticsearch, Logstash, Kibana).
- Reproducing and documenting issues for engineering attention.
- Training our support team for one touch resolution of queries.

Professional Skills

Skill	Level
Written/Verbal Comms	■■■■■■■■■■
Object-oriented Prog	■■■■■■■■■
Ruby & Rails	■■■■■■■■
Java	■■■■■■
Elixir & Phoenix	■■■■■■
Linux	■■■■■■■
MySQL	■■■■■■■
ELK Stack	■■■■■■
Git & GitHub	■■■■■■■■
Docker	■■■■■
DigitalOcean Cloud	■■■■■■
Server Admin	■■■■■■■
Mentoring	■■■■■■■
Zendesk Suite	■■■■■■■■■

Qualifications

- BSC Internet Computer Science, First Class Hons - *St Andrews University,* (2008-2012)
- A Level Computing, Physics and Biology (2007 - 2008). AS Level Psychology (2007)
- 12 GCSEs including Maths and English

Awards

- St Andrews Internet Computer Science Award 2012
- FreeAgent Team Player Of The Year
- FreeAgent Running Through Their Veins

Related Skills & Interests

- Mental Health First Aider
- Home Automation (Home Assistant)
- Photography and Videography
- Wakeboarding
- Public Speaking

Portfolio

- GitHub - my open-source projects and scripts
- Personal and FreeAgent blog posts
- Sheldon (Ruby command-line config manager)
- MindfulChoices (Ruby on Rails app)
- FurAgent (Elixir, Phoenix app)

Contact

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