Dave Jones

Software Engineer with a passion for helping people

There's no denying it, I'm a massive geek. My lights turn themselves on and off, my coffee machine brews a fresh pot before I wake up and my home has more Raspberry Pis than our local bakery. I love to use my skills to help people; technology is an incredible leveller and I hope to leave my mark on the world through hard work, a curious mind and a can-do attitude.

Experience

2018 – Present
FreeAgent

Senior Support Engineer
- Training and documentation within our team.
- Point of escalation for the most complex of support queries and customer complaints.
- Identify bottlenecks in our internal processes and lead conversations on how we might shake things up.
- Develop in-house tools for the use of our support teams.
- Work with PMs across the business to highlight challenges, agree on solutions and prioritise work.
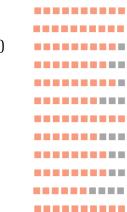
2016 – 2018
FreeAgent

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

2012-2016
FreeAgent

Support Engineer, Junior, Mid-level and Senior
- 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 Communication	■■■■■■■■■■
Verbal Communication	■■■■■■■■■■
Web Dev (Ruby on Rails)	■■■■■■■■■□
Project Management	■■■■■■■■□□
Mentoring	■■■■■■■■■□
MySQL	■■■■■■■□□□
Zendesk Suite	■■■■■■■■■□
Git & GitHub	■■■■■■■□□□
Web Hosting	■■■■■■■■□□
Server Admin	■■■■■■■□□□
Elixir & Phoenix	■■■■■□□□□
IT Security	■■■■■■■■■□

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 (10 A* and 2 A) (2005-2007)

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
- 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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