# **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 flat has more Raspberry Pis than the bakery aisle at Asda. 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.

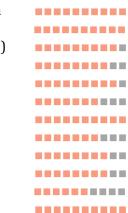
2012-2016 **FreeAgent** 

## 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**

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 *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 (<u>Home Assistant</u>)
- Photography and Videography
- Wakeboarding
- Public Speaking

#### Portfolio

- Personal and FreeAgent blog posts
- <u>Sheldon</u> (Ruby command-line config manager).
- MindfulChoices (Ruby on Rails app)
- FurAgent (Elixir, Phoenix app)

#### Contact

david@dvj.me.uk