David Wallace

wakkace@gmail.com ✉
07954 052282 📱
linkedin.com/in/david-g-wallace in

Highly motivated Applied Computing graduate with diverse experience in technical support, logistics, and administrative roles. Proficient in various programming languages and frameworks, with a passion for web and game development. Seeking opportunities to apply technical skills, creativity, and commitment to continuous learning in a dynamic work environment.

◊ Skills and Technologies

Web development:
- HTML 5
- CSS3
- JavaScript
  - React, React Query, React Router
  - Redux, Zustand
  - Other libraries: Chakra UI, Formik, Yup
- Shopify
- Netlify
- Heroku

Media (images/video/audio):
- GNU Image Manipulation Program
- DaVinci Resolve
- FL Studio
- Audacity

Programming:
- Python
- Java
- C
- C++
- SQL/PHP

More:
- OS: Windows, Linux
- Expert User: G Suite / Microsoft Office
- Administration: Microsoft Endpoint Configuration Manager, Active Directory, Windows PowerShell Integrated Scripting Environment

◊ Education

BSc Applied Computing *University of Dundee*
Software Development, WWW Authoring, Data Structures and Algorithms, Physical Computing, Algorithms and Artificial Intelligence, Architecture Fundamentals and UNIX, Data Visualisation, Information Technology, Object Oriented Analysis and Design, Architecture and Operating Systems, Networks and Data Communications, Database Systems, Games Programming.

Highers *Balwearie High School*
Computing, Information Systems, Graphic Communication, Mathematics.

Additional Certifications

Codecademy	Advanced Python 3 certificate
	Full-Stack Engineer Career Path (ongoing)
Google	Online Marketing Fundamentals certificate
	Technical Writing Course (ongoing)

NCR Prize for Level 2 Computing
Full clean driving licence

◊ Work History

2020-22 *Technician & Solution Support Officer* @ Fife Council Business Technology Solutions

Integral member of the Windows 10 upgrade project, which successfully delivered and installed 1000's of new or enhanced devices, adhering to COVID-19 and Display Screen Equipment regulations. Leveraged expertise in refurbishing and upgrading equipment, including laptops, netbooks, phones, and desktops. Managed logistics, delivering hardware across various council locations and ensuring proper on-site installation. Assumed service desk responsibilities, providing effective user support, troubleshooting, and issue resolution through service management software. Proficiently utilized tools such as Microsoft Endpoint Configuration Manager, Active Directory, and Windows PowerShell Integrated Scripting Environment to facilitate operations. Demonstrated strong team collaboration and independent work abilities, effectively managing personal tasks and schedules.

2018-19 *Service Desk Analyst* @ Voice Technologies

Served as first-line technical support for the NHS and other clients, specializing in dictation and transcription software and hardware. Quickly mastered diverse software solutions and hardware types to provide knowledgeable and friendly customer service via phone. Played a key role in the installation and maintenance of software during the NHS transition to Windows 10. Frequently leveraged SQL queries for database management, successfully addressing issues and retrieving necessary information.

2016-17 *Logistics Administrator* @ Velux

In this position, I arranged returns with carriers using SAP and email, gathered delivery metrics in excel, and fixed various EDI errors.

2015 *Admissions and Student Recruitment* @ University of Dundee

I worked with the department to organize the international admissions website. To accomplish this, I frequently used the university's content management system to update information and edited webpages using HTML/CSS. Other responsibilities included maintaining and updating large spreadsheets.

2009 *High School Work Experience* @ Fife Constabulary Headquarters

My responsibilities included server maintenance, in which I performed routine inspections on hardware and stress tested a new server, and upkeep of the police intranet, which involved HTML and CSS work.

◊ Projects

Personal Website I designed, implemented, and maintain a personal portfolio website to highlight my game development, and creative programming work. The website uses HTML, CSS, and JavaScript. I am looking to update the website and create a more interactive and engaging experience using React. I have created several games, level designs, artworks, etc which I enjoy sharing on social media, garnering over 300,000 views on YouTube.

Discord Clone To further develop my full-stack capabilities I have been working on an invite-only image and text based instant messaging web app, emulating that of Discord. The application uses React, Zustand, and React component libraries. As I learn new technologies, I apply them to this project.

◊ Hobbies and Interests

Game Development In my spare time I enjoy attending Game Jam events where, as part of a team or individually, we aim to create a game in a short time span. I also enjoy keeping up with technical game development blogs and learning about new programming techniques to incorporate in my own games.

More Interests Esports, rock climbing, guitar, reading, personal development.

References available on request.