

Elliot E. Boileau

SOFTWARE ENGINEERING GRADUATE

Southport, Merseyside.

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Summary

Passionate IT enthusiast with a background in Technical Support. My placement year at Experian developed my understanding in this area, involving analysing machine data to detect and prevent issues. I found the work supporting Experian's bespoke technologies interesting and rewarding. This fostered my drive for learning new technologies and tools whilst providing me with a diverse foundation of professional and personal skills.

Skills

KEY AREAS

- Data Tools** Splunk: Searching, Alerts & Monitoring, Reports & Dashboards.
Sublime Text & Excel.
- ITSM** Incident investigation & root cause analysis.
ITIL Processes: Incidents, Cases, Problems & Changes.
Service-Now: Basic Reporting & Dashboards.

FUNDAMENTAL KNOWLEDGE

- Server** Linux, Docker, Docker-Compose, Graylog, Virtualisation(Hyper-V), SQL.
- Microsoft** Active Directory, Office 365.

Experience - Tech

Experian

Southport

TECHNICAL ANALYST PLACEMENT STUDENT

June, 2017 - Aug 2018

- Role: Working within the ID & Fraud Team, supporting Experian's identity as a service product using the ITIL framework.
 - Primary: Incidents & Problems. Diagnosing and mitigating issues using Splunk and MongoDB to analyse audit logs.
 - Secondary: Working with development team when Reviewing & Deploying Changes. Creating, Implementing & Improving alerting using Splunk.
 - Other Projects: Creating a team rota to ensure full coverage across multiple products, setting up Service-Now dashboards & reports to assist management.
- Skills gained: Incident investigation technique, Data analysis & Manipulation, Expectation & Time management, Sense of humour, Working effectively within a team, working within a defined standard and structure, Stakeholder Management and Technical problem solving under pressure.
- Outcomes:
 - Reduced incident backlog preventing a high number of incidents breaching SLAs.
 - Reduced number of team call-outs by implementing alerting for intermittent fault and writing documentation allowing the 24/7 support team to resolve incident without escalation.

Arden Lea Irrigation Ltd

Hesketh Bank

PART TIME IT CONSULTING & SUPPORT

2015 - 2020

- Role: Small family business IT. On-site and remote support involving: Disaster Recovery Planning, Backup solutions, Sage 50, Office 365, System Building, Networking.
- Implemented various security & file backup processes as part of disaster recovery.
- Skills gained: Requirement capture, IT resource management.

Education

LJMU(Liverpool John Moores University)

UPPER SECOND-CLASS BSC HONS: SOFTWARE ENGINEERING

Liverpool

Sept. 2015 - Aug. 2019

- First Year:
 - Computer systems: Number systems, Logic Circuits, Operating systems (Threads, Scheduling, Resource management), Language Systems.
 - Programming: Basic elements, Data structures, Control structures, HTML & CSS, Development Processes.
 - Technology and Computing; Social, Ethical & Economic impacts.
- Second Year:
 - Big O notation, Linked Lists, Stack and Queue, Trees, Maps and Hashmaps.
 - Knowledge based systems, AI, Autonomous agents & Propositional Logic.
 - Object Oriented Design, UML.
 - Computer Networks, Protocols & architecture.
- Third Year:
 - Research Project: Using Machine learning to categorise pressure ulcers.
 - Usability Engineering.
 - SaaS Group project, Patient management system: Responsibilities: Hosting Solutions, Environment Management, technical consultancy, Research & Requirement gathering.
 - Green and Sustainable Computing: Consolidation of services, Virtualisation, IoT, DataCenter Design.
 - Real Time Systems.

Southport College

BTEC & A-LEVEL

Southport

Sept. 2013 - 2015

- 320 UCAS Points.
- Relevant Modules: Relational Databases, Statistics, Digital Image Editing.
- 10 GCSE's A* - C inc Maths & English.

Experience - Other

Barclays Tech Challenge Finalist

TECHNICAL ANALYST PLACEMENT STUDENT

Nov. 2016

- Participated in the finals for Barclay's tech challenge in a team of 6 to present our proposal to a review panel.
- Skills gained: Capturing requirements, generating a prototype in a small amount of allotted time, planning and estimating a delivery schedule which includes Risks, Assumptions, Issues and Dependencies.

LJMU Health-Care

STUDENT INTERN

Liverpool

Jan. 2017 - Apr. 2017

- Duties: Find and Document educational resources for university's internal website.
- Skills gained: Effective information gathering, Requirement capture, Independent working, Organisation, Communication skills & Attention to detail.

Event Photography & Portraiture

FREELANCE PHOTOGRAPHER

Liverpool and Southport

2010 - 2015

- Duties: Self Managed Client Network. Full work flow (Capture to Print).
- Skills gained: Self management, Time management & Organisation, Requirement capture.

Interests

Tech & Games PC Gaming, Hardware enthusiast, Home LAB, NAS setups, Virtualisation.

Motorcycle Enthusiast Main and Preferred way to explore. I also enjoy the mechanical problem solving that ensues.

References

Dr. Martin Randles

PROGRAMME LEADER

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Allan Blackstock

EXPERIAN TEAM LEAD

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