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Curriculum Vitae of

Jack Gerrard

Education

Common Purpose Frontrunner

A comprehensive leadership program.

Google's Digital Garage

A Growth Engine for Digital Skills. This covers a wide range of online marketing, search engine optimization and marketing, and analytics.

QQI level 6: Systems Software and networks

St John's Central College, Cork 2017

Modules and results:

GUI Programming – distinction
IT Administration – distinction
Leadership – distinction
Mobile Technologies – distinction
Network Infrastructure – distinction
Network Security – merit
Object Oriented Programming – pass
Physical and Logical Networking – distinction
Systems Software – distinction
Web development. – distinction

Google Developer Challenge Scholarship: Mobile Web

Udacity

Udacity built this Nanodegree program in partnership with Google for students with intermediate front-end web development skills who want to become professional mobile web developers. By the end of this program, I'll have built a performant mobile web app project to show employers.

Curriculum Vitae of

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Currently attending Web Development in Cork Institute of Technology as a mature student

Relevant skills

- Programming and Development with JavaScript, PHP, C#, Java, and a small amount through other languages I have experimented with such as Python and

- A good grasp on, and a dedication to good user interface and experience design as demonstrated on almost all of my work, I hope.

- ReSTful APIs developed with Express JS and/or Express Generator This can be seen on my javascript projects on Github.

- Basic Photoshop / Affinity Designer skills as I have shown with the logo and images on my portfolio.

- WordPress installs and maintenance and WordPress theme development with PHP, Virtual Private Servers

- Bootstrap, Foundation, Materialize and other CSS frameworks as shown on my CodePen profile where I frequently experiment with front-end technologies.

- SQL, MySQL, and database design with PHPMyAdmin or MySQL WorkBench used in projects in St John's and Cork Institute of Technology.

- Linux server administration that I do through a Virtual Private Server on Digital-Ocean.

- A thorough understanding of how clients and servers communicate as demonstrated by my collection of distinctions in Systems Software and networks in Saint John's Central College.

- Email and other services set up through Google Suite, this was acquired while providing tech support, shown in Experience.

Experience

Google Apps for Work support agent

Voxpro | April 2015 – January 2016

Using phone and email communications to understand technical issues with individuals ranging from non-technical personnel to I.T administrators of huge companies, using a range of troubleshooting tools and guiding the customer to the resolution in a professional and friendly manner.

Key Achievements:

Average productivity from the eight months of working (after training) was 125.175% while I solved 920 cases and Customer surveys returned 96.74% customer satisfaction.
I would frequently take calls outside of my specialty (drive or chrome browser) and do my best to obtain all the information needed by relevant agent to transfer and often resolve the problem in the process.

Work Experience 2016

SOS computer solutions

I was working for the SOS team for a week in November 2016. The company specialize in offering technical support to small to medium business around the city. During my stint there I wiped and dismantled a great many hard drives and arranged the stockroom.

I also have experience in agriculture and the hospitality industry from a young age.

References available on request from CIT, St John's or SOS.