

Jake Clayton

SOFTWARE ENGINEER · FULL STACK DEVELOPER

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Highly-motivated IT professional and former business owner with broad technical skill set. Known for ability to learn rapidly with a curious mind and thirst for knowledge. Excellent communicator and team-player that thrives in environments that embrace new technologies.

Experience

Localsearch

Gold Coast, QLD

IT SUPPORT OFFICER

Nov. 2021 - Present

- Developed internal scripts and tools to automate repetitive processes, such as migrating emails and transferring domain names, using **Python**
- Created, configured and troubleshooted **DNS records, domain names**, and **email accounts** using service providers such as **AWS Route 53, cPanel, Halon SMTP**, and **Synergy Wholesale**
- Provided support and administration for **Office 365, Active Directory, Azure, Jamf MDM** and various other services using **Jira Service Management ITSM**
- Monitored on-premise and cloud infrastructure with **Grafana** and **Zabbix**
- Documented standard operating procedures, troubleshooting guides and how-to articles with **Atlassian Confluence**

Gold Coast Maids

Gold Coast, QLD

FOUNDER

Apr. 2015 - Nov. 2021

- Designed, developed and maintained company website using **React, Material UI, Node.js, JavaScript/TypeScript, HTML, CSS, Gatsby.js, Netlify CMS** and **GraphQL**
- Evaluated options, purchased and setup **domain name, website hosting, email hosting, DNS records** and backend booking software
- Implemented **SEO** and **web design best practices**, resulting in being in the top 3 search results for all major target keywords on Google
- Completely automated job assignment and scheduling processes using **serverless functions** and **API requests**
- Solely responsible for all business activities including sales, marketing and customer service; hiring, HR and team management; bookkeeping and administration; growth and strategic planning; etc

Macquarie Bank

Brisbane, QLD

SOLUTIONS CONSULTANT <TIER 2 SUPPORT>

Apr. 2013 - Apr. 2015

- Assisted up to 70 clients per day to resolve a wide variety of complex, high-risk and/or technical issues
- Received positive formal feedback from many clients and managers for providing exceptional customer service

Projects & Courses

Current	Data Structures & Algorithms - Master the Coding Interview: Data Structures + Algorithms	Udemy
Current	Python - 100 Days of Code: The Complete Python Pro Bootcamp for 2022	Udemy
Current	HTML, CSS, JavaScript & Node.js - The Odin Project: Foundations	The Odin Project
2022	Agile - Agile Fundamentals: Including Scrum and Kanban	Udemy
2022	SOLID & OOP - SOLID Principles: Introducing Software Architecture & Design	Udemy
2022	Python - Python OOP: Four Pillars of OOP in Python 3 for Beginners	Udemy
2021	Bash & AWS - Ice Fortress: Compress, archive, encrypt and upload photos and videos to AWS Glacier	Github
2021	Bash & Linux - Polybar Modules: Polybar configuration with improved modules for i3 Window Manager	Github
2018	JavaScript - Modern JavaScript From The Beginning	Udemy
2018	HTML, CSS, JavaScript, React, Node.js, MongoDB, & Express - The Web Developer Bootcamp	Udemy

Education

Bond University

Gold Coast, QLD

BACHELOR OF BUSINESS, BACHELOR OF COMMERCE

Feb. 2013

- Placed on the **Dean's List of Academic Excellence**
- Triple majored in **Business Management, Economics** and **Finance**