

# Jake Clayton

SOFTWARE ENGINEER · FULL STACK DEVELOPER

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*"Be the change that you want to see in the world."*

## 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	<b>Data Structures &amp; Algorithms</b> - Master the Coding Interview: Data Structures + Algorithms	<a href="#">Udemy</a>
Current	<b>Python</b> - 100 Days of Code: The Complete Python Pro Bootcamp for 2022	<a href="#">Udemy</a>
Current	<b>HTML, CSS, JavaScript &amp; Node.js</b> - The Odin Project: Foundations	<a href="#">The Odin Project</a>
2022	<b>Agile</b> - Agile Fundamentals: Including Scrum and Kanban	<a href="#">Udemy</a>
2022	<b>SOLID &amp; OOP</b> - SOLID Principles: Introducing Software Architecture & Design	<a href="#">Udemy</a>
2022	<b>Python</b> - Python OOP: Four Pillars of OOP in Python 3 for Beginners	<a href="#">Udemy</a>
2021	<b>Bash &amp; AWS</b> - Ice Fortress: Compress, archive, encrypt and upload photos and videos to AWS Glacier	<a href="#">Github</a>
2021	<b>Bash &amp; Linux</b> - Polybar Modules: Polybar configuration with improved modules for i3 Window Manager	<a href="#">Github</a>
2019	<b>React.js, Material UI, Next.js</b> - SimplyTidy: Residential cleaning company website	<a href="#">Github</a>
2019	<b>React, TypeScript, Material UI, Gatsby.js, &amp; GraphQL</b> - SimplyTidy Admin: SaaS product with API for managing residential cleaning bookings	<a href="#">Github</a>
2019	<b>React, Material UI &amp; Next.js</b> - SimplyTidy: Residential cleaning company website	<a href="#">Github</a>
2018	<b>JavaScript</b> - Modern JavaScript From The Beginning	<a href="#">Udemy</a>
2018	<b>HTML, CSS, JavaScript, React, Node.js, MongoDB, &amp; Express</b> - The Web Developer Bootcamp	<a href="#">Udemy</a>

## 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**