

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**
- Recognised with a **Star Award** for providing exceptional **customer service**. Typically only the Customer Service team is eligible for this award however an exception was made in my case due to the overwhelming support from staff wanting to show appreciation

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, Git** 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	JavaScript - ES6 Javascript: The Complete Developer's Guide	Udemy
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	AWS, Linux & Docker - Cloud-based Lab: Various applications hosted on an AWS EC2 instance	AWS
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**