JAMES TUTTLE

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Employment

Sep 19 - Present   **Platform Support Engineer**

Partnerize, Newcastle Upon Tyne

Handling client issues and providing platform and client support for the Partnerize Management Platform.

Designing and developing the frontend for clients custom signup tunnels to allow the onboarding of partners into their affiliate networks. Developed using **PHP**, **CSS3**, **HTML5**, **JQuery** and **JavaScript** with a focus on **responsive design**.

Writing **MySQL** queries to pull, insert and delete data from our MySQL databases both for internal investigation and for client reporting.

Using **Mac OS Terminal** daily to navigate the server and local file systems.

Using **Git** for version control to allow for effective siloing of code for review and deployment.

Investigating incidents with the Partnerize API with a strong focus on troubleshooting API endpoints and **JSON**.

Daily use of **JIRA** for ticket management and Atlassian **Confluence** for Documentation.

Oct 18 - Sep 19   **Junior Frontend developer**

Caspian, Newcastle Upon Tyne

Assisting to build the **frontend** (and associated API endpoints) for various products within the company, working closely with the designer to create a practical and easy to use **user interface**, taking into account **accessibility**, **responsive design** and **Atomic design patterns**.

Building and maintaining a centralised **SASS/CSS** package, deployed using **Node Package Manager** to provide frontend component styling for the various products within the business. Showcased for use through Storybook.

Fixing frontend and backend API bugs.

Experience using **React**, **HTML**, **SASS** and **Git**, as well as management tools such as **JIRA** and **Bitbucket**.

Nov 17 - Oct 18   **Application Support Engineer**

Partnerize (formally Performance Horizon), Newcastle Upon Tyne

Fixing bugs and providing technical support for one of the world's leading SaaS affiliate marketing platforms.

Tasks include:

- Writing and executing **MySQL** database queries.
- Using **Git** for Version Control to test and carry out changes safely without impacting currently implemented functionality and features.
- Implementing new functionality such as custom client emails and signup tunnels using **PHP**, **HTML**, **CSS**, **JQuery** and **JavaScript**
- Troubleshooting Bugs and incidents on the Partnerize **API** using **PHP** and **JSON**.
- Utilising LAMP platform to develop and test functionality through the Vagrant and Docker local environment.
- Creating and updating internal documentation for how-to tasks and troubleshooting on a technical and non-technical level for within and outside the Application Support team.
- Communicating cross-department and across global teams.
- Ticket management using Zendesk and JIRA.
- Developed the ability to split focus and self-manage when working on multiple tasks and prioritise tasks according to business priority and client impact.
- Maintaining a high level of ticket solves to a high quality for multiple consecutive months.
- Utilising the tiered approach within the team depending on complexity and required focus, escalating tickets to senior support members where necessary.

Sep 17 – Nov 17   **Website Developer**

Forever UK Energy, Gateshead

Designing, developing and testing a range of websites for the different sub-companies of the start up.

Technologies used: **HTML5**, **CSS3**, **PHP**, **SQL**, **JavaScript**.

Jul 17 – Aug 17	**Associate Analyst**

Saggezza, Sunderland Software City, Sunderland

Liaising with clients to write Functional Specifications for a variety of projects.

Sep 15 – Aug 16	**Assistant Software Developer**

HM Revenue and Customs, Digital Delivery Centre, Newcastle Upon Tyne

Industrial Placement. Assisting in developing an online tax service, building both front and back-end components, developing in an Agile-Scrum environment utilising a Test-Driven Development (TDD) approach.

- Software and Web Application development using **Scala**, **HTML**, **CSS**, **Twirl**, and **JavaScript**.
- Website application development using **Play Framework**.
- Writing Scala Tests to test functionality of developed code.
- Experience following a Test-Driven Development approach.
- Developed leadership skills from leading the industrial placement community in the centre.
- Communication skills through daily involvement in the development team, as well as through cross department and government events and meetings.
- Assisted in leading on a National HMRC Q&A session for the 2016/17 Industrial Placement intake, via Live Google Hangout.
- Experience using **Ubuntu OS** on a daily basis for development work.
- Use of **Git** for version control.
- Agile-Scrum Sprint Story management using **JIRA**.

Education

2013 – 2017	**Northumbria University, Newcastle Upon Tyne**

BSc. Computer Science with a 12-month Industrial Placement at HM Revenue and Customs: First Class with Honours

Dissertation: *The development of a gesture-controlled digital basketball game using the Kinect Sensor and Artificial Intelligence methods.*

- Experience in software development using **Java**, **C**, **C#** and **Scala**.
- Website and Web app development using **HTML**, **CSS**, **PHP**, **JavaScript** and **SQL**.
- Knowledge of Artificial Intelligence methods, including: Artificial Neural Networks, Bayes Classifier and A* Path-finding algorithm.
- Effective use of Human-Computer Interaction, including Gesture and Voice Recognition.
- Use of NUnit framework to carry out **Unit Testing** for a C# project as well as Scala Unit Tests.
- User interaction experience evaluation usability of mobile applications.
- Building **Android Mobile Applications** using **Java**.
- Small Embedded Systems programming and development using C.
- 12-month Industrial Placement with experience in **Agile-Scrum**, **Scala**, **Play Framework**, **JIRA**, and **Git**.

2011 – 2013	**Queen Elizabeth Sixth Form College, Darlington**

A Levels: Double Award Applied ICT (AB), Psychology (C)

AS-Levels: General Studies (E)

GCSE: General Studies (C)

2007 – 2011	**Staindrop Comprehensive School, Darlington**

GCSE: 7 GCSEs A-C including Maths, English and Science (Chemistry, Biology and Physics)

OCR Certificate: Double Award ICT (Distinction - AA)

BTEC: Level 2 Certificate in Music (Distinction - A)

Key Skills Certificate: Citizenship (Level 2)

Further Interests

In my free time, I enjoy developing my personal portfolio built using HTML5 and CSS3 (jamestuttleportfolio.co.uk), and improving my personal spreadsheet systems, experimenting with cooking a range of vegetarian meals, console gaming, playing Dungeons and Dragons, and keeping fit in the gym and on the rock climbing wall.

References available upon request