

# Jamie Gibson

## CURRICULUM VITAE

### PERSONAL STATEMENT

An enthusiastic, friendly, motivated Engineering graduate currently living in London, originally from Enniskillen, Northern Ireland. As such I am a proficient problem solver at heart who enjoys building rapport with those whom I work, ensuring my work is completed to the highest standard. I have always been a team player and take pride in motivating those around me, having been given leadership roles in past jobs, sports clubs and societies as testament to this.

### EDUCATION

**Full Stack Diploma - Software Development (In progress)** *2020-Present*  
Code Institute

**BEng Electrical & Electronic Engineering** *2015-2019*  
University of Newcastle Upon Tyne

**GCE A Levels in Technology & Design (A),  
Performing Arts (B) and Art (C)** *2013-2015*  
Portora Royal School, Enniskillen

**10 GCSEs Grades A\* - C** *2008-2013*  
Portora Royal School, Enniskillen

### WORK EXPERIENCE

**Energy Specialist**  
Bulb Energy, London

*2019-2020*

Very much a problem-solving role, I found great enjoyment in getting to the bottom of complex metering and account issues, spending much of my time communicating with customers, engineering teams and the wider energy industry. Aside from determining and resolving these problems my duties included:

- Maintaining a rational, calm demeanor when communicating key information relating to the problem at hand, ensuring that all parties understand what has happened, how it can be resolved and a clear timeframe for such resolution.
- Handling complaint escalations often involving the energy ombudsman.
- Maintaining a high workflow through effective time management while also completing more difficult problems in a timely fashion.
- Mentoring new joiners, assisting with their more difficult cases and holding impromptu training sessions with them.

While much of my time in this role was spent alleviating industry and customer problems, I undertook several placement roles carrying out operations work, aiding the vulnerabilities team and BEST pod - developing better tools for use company-wide during code jams.

**Watersports Manager**  
Camp Lenox, Massachusetts

*2019*

During the summer months of 2019 I took charge of a team of watersports instructors at an American summer camp. Whilst in this role I achieved a fluid working environment by:

- Drafting coaching and fueling rota's.
- Holding on the job training sessions.
- Organizing time out on the water for my team when they excelled in their duties.
- Liaising with group leaders and activity heads.

I was often responsible for maintenance on the waterfront ranging from cleaning and tidying to minor mechanical and electrical faults with the boats. My most notable achievement from this role comes from when I reworked the emergency response procedure for a spinal injury on the water. This improved the completion time by 4 minutes on average.

### CONTACT

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### SKILLS

- Confident public speaker.
- Proficient in C++, Python, HTML, CSS & JavaScript programming languages.
- Confident use of full Microsoft office suite.
- Competent with CAD software packages.
- Use of Adobe Creative Cloud software including Photoshop & Illustrator.
- Very strong IT mind on windows, good with Linux/Unix.
- Problem solving, creativity, adaptability, attention to detail.

### **Tour Guide**

2014-2019

Marble Arch Caves Global Geopark, Enniskillen

As a Tour Guide I was responsible for the safety and enjoyment of groups of up to 20 tourists as they explored the marble arch caves. I was able to deliver on the high expectations of the caves by:

- Clearly communicating with the group, talking about points of interest and telling stories with the intention on making the experience as enjoyable as possible while building rapport with the group.
- Performing general maintenance to the visitor centre and surrounding geopark to sustain a great first impression.

I was given additional responsibilities such as delivering training to new guides and attending outreach events during my time. I am now one of the most senior guides at the caves, trusted to teach geology and science to school groups when they visit.

### **Box Office Clerk and Admin Assistant**

2017-2018

Ardhowen Theatre, Enniskillen

I took on two roles while working at The Ardhowen, as Box Office Clerk I provided an efficient, high level of service by:

- Communicating directly with customers in person, by email or over the phone - selling tickets for performances and personally dealing with any problems that a member of the public might have.
- Handling monies and completing end of day sales reports.
- Preparing weekly lodgments from box office takings.

The other role I took on was that of admin assistant where I maintained the smooth running of the theatre by:

- Liaising with performance companies, booking shows and ensuring all legal documents have been completed before opening night.
- Updating SAGE accounts daily.

It became clear during my time in the office that many of the filing templates were outdated and poorly laid out. I took it upon myself to update these, improving and simplifying the booking procedure for both the performance companies and the theatre as a result.

### **Waiter**

2013-2014

Lough Erne Golf Resort, Enniskillen

My responsibilities included:

- Serving customers food and beverages.
- Informing guests of local attractions and amenities.
- Delivering the high-class service that the resort is renowned for.

Working at this 5-star resort gave me the opportunity to serve high class clientele such as the worlds top leaders during the G8 Summit in 2013.

## **PLACEMENT'S & PROJECT'S**

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### **DreamTec**

2014-2019

DreamTec Systems, Dublin

Between 2015-2019 I spent much time informally working with DreamTec Systems, installing and maintaining their product line outside university term-time. My work ranged from installing servers and setting up device connections to debugging problems with existing clients such as packet loss stemming from congested networks.

### **Solar-Hydrogen Fuel Cell Microgrid Model**

2018-2019

Newcastle University, Newcastle Upon Tyne

During my final year at Newcastle University I explored the economic viability of operating an entirely renewable microgrid system incorporating solar panels and hydrogen fuel cells in lieu of grid power. The model I developed was simulated over a number of different usage scenarios ranging from small scale residential to industrial usage cases.

## INTERESTS / CLUBS

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- Skiing from a young age, I naturally got involved with Newcastle University Ski and Snowboard Club, becoming a committee member in my final year. As a team we organized events and socials throughout the academic year including two ski trips to the alps taking over 1400 students with us. I also competed in races and freestyle events for the club.
- I played Rugby throughout secondary school where I was named captain for five of the seven years I attended. This includes two consecutive years as captain of the 1<sup>st</sup> XV. Following this, I continued to play for Newcastle University RFC.
- Having taken up Rock Climbing, I have competed in several bouldering and lead climbing events in recent years.
- Programming casually, experimenting with game development and I/O.
- Socializing, Reading and Cooking.