

JEREMY CLOUGH

SOFTWARE SUPPORT ENGINEER

Newbury, RG14

CONTACT

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 <https://ripley57.github.io/jeremyclough/>

PROFILE

Self-learner who enjoys troubleshooting software issues. Good code reading and debugging skills, paired with the interest and determination to understand how something works or why it doesn't.

Enjoys tool writing to demonstrate issues and accelerate daily activities. A dependable team member who proactively shares knowledge with colleagues. Takes pride in building a strong rapport with all stakeholders, including customers, developers, testing, management and documentation teams.

EDUCATION

UNIVERSITY OF BIRMINGHAM

Mechanical Engineering 2.1 MEng (Hons)

Final Year Project: Implementation of a preemptive multi-tasking OS written in Motorola 68000 assembly language.

Edgbaston, Birmingham B15 2TT

(1992-1996)

EMPLOYMENT HISTORY

EXONAR

Newbury, RG14 5HG

INTEGRATION AND SUPPORT ENGINEER

(FEB 2019 – JUNE 2019)

Member of a team of four providing customer support for a bespoke Big Data software and hardware solution enabling organisations to identify sensitive and PII (Personal Identifiable Information) data. Working closely with developer, test and DevOps teams, investigated customer issues and integration problems. Performed acceptance testing before shipping and carried out onsite installation and ongoing customer visits.

Skills: Linux (CentOS), scripting (Bash, Python), Java, PostgreSQL, Linux Containers (LXC).

VERITAS / SYMANTEC

350 Brook Dr, Reading RG2 6UH

ADVANCED TECHNICAL SUPPORT ENGINEER

(MAR 2012 – JAN 2019)

Assisted customers using the Veritas Clearwell eDiscovery Platform; an on-prem solution for the Electronic Discovery Reference Model (EDRM), enabling legal teams and digital forensics professionals to discover, search and review a wide range of different ESI (electronically stored information).

As a Technical Team Lead, became the go-to person in the UK support team for the platform, being described by management as "the team's rock". Reviewed all Frontline support escalations before they reached the BAU Engineering team, assisting colleagues to prevent the escalations where possible, or taking ownership to report product bugs and work with the developer and test teams.

Created numerous tools to assist both customers and work colleagues. Among the customer tools was a utility that hooked into the platform's Java framework to produce a report of the user's source data discovery tasks and where the associated collected ESI data was stored on the appliance. This enabled customers to identify and more safely manage the disk space usage on their system. Other tools were created to accelerate daily work activities, such as generating sample test data, or for self-learning purposes to better understand the technologies underlying the platform.

Received award for helping retain a million dollar customer support renewal with a major UK/US bank, by investigating their high-priority issues to code level, providing weekly reports with detailed explanations to the customer and management and Engineering teams. Received praise from the customer for going above and beyond: "Jeremy goes the extra mile to resolve our incidents, often writing his own scripts and really getting into the details of what is causing the incidents".

As an authorised Knowledgebase Publisher, reviewed technical articles written by other team members, validating them for accuracy before publication. Submitted detailed reports to the documentation team for any inaccuracies or omissions. Received award from the documentation team for being one of their "favourite contributors, ...often prompting incisive discussions not only with the doc team but with development and product QA as well".

Skills: Java, Tomcat, JavaScript, Ajax, C/C++ (MAPI), Ant, Perl, Windows scripting (Batch, VBScript), MySQL, PKI/SSL, LDAP, Windows Server 2008/2012.

BARRACUDA NETWORKS

Basingstoke, Hampshire, RG22 6HY

TECHNICAL SUPPORT ENGINEER

(FEB 2010 – FEB 2012)

Member of a team of five providing support to customers using the Barracuda Spam & Virus Firewall and Barracuda Backup appliances; hardware and software solutions for Linux, utilising a combination of bespoke and Open Source software.

Investigated customer issues remotely, via command-line and UI, troubleshooting problems to source code level. Reported bugs, with reproduction steps, to Engineering team, researching and implementing workarounds for the customer whenever possible.

Skills: Linux, Perl, Postfix MTA, SMTP, Amavis, Apache, ClamAV, SpamAssassin, DNS/MX records.

MICRO FOCUS LTD

The Lawn, 22-30 Old Bath Rd, Newbury RG14 1QN

SOFTWARE DEVELOPER

(JAN 2009 – AUG 2009)

Followed Scrum agile practices as a member of the Core development team, investigating issues with the COBOL debugger and COBOL runtime (C/C++). Worked on the implementation of UNIX/Linux support in the COBOL debugger for executables compiled with DWARF debugging information. Helped maintain the team's automated test suite.

Skills: C on UNIX/Linux, gdb, COBOL

SENIOR UNIX SOFTWARE RELEASE ENGINEER

(APR 2003 – DEC 2008)

Produced builds and Fix packs for the Micro Focus Server Express product. UNIX variants included: IBM AIX, Compaq Tru64, HP-UX (PA-RISC, Itanium), Red Hat (x86-64, PPC, 390), Solaris (Intel, Sparc), SuSE (x86-64, PPC, 390) and SCO UnixWare.

Formed strong relationships with the developers, helping them integrate new software components into the build. Provided ongoing assistance for developers when investigating their issues, particularly those less experienced with UNIX/Linux.

Co-ordinated ports of the Server Express product to new Linux releases. Fed back code changes necessary to resolve build and runtime issues to the relevant developers. Worked with Core Engineering team to integrate low-level assembly pieces.

Ensured the availability of automated builds for the developers, including an extended period when transitioning to an in-house continuous integration and delivery system. Rotated team duties in order to investigate issues with the new build system while still maintaining daily builds for developers, GA builds for customer Fix packs, GA product releases and POCs.

Skills: UNIX/Linux administration, Make, Imake, Ant, Java, Perl, CVS, Subversion, UNIX scripting.

COMPAQ COMPUTER LTD / HEWLETT PACKARD

Worton Grange, Imperial Way, Reading, RG2 0TE

SYSTEMS DEVELOPMENT ENGINEER

(JUN 1999 – AUG 2002)

Worked with Software Architects in the Telecoms practice, implementing network management software solutions for major companies including Vodafone, Alcatel, Cable & Wireless, and BT.

With no prior training, owned and maintained several TeMIP GAT Access Module software components, used for monitoring network hardware faults. Fixed many legacy issues, helping the team achieve a significant customer payment milestone for the Vodafone NMI Project. Received an Outstanding Contribution Award in recognition of this work and for helping regain the customer's confidence.

Instigated the use of source code control during a project where it was not being used. Became the project's build co-ordinator, automating the creation of reproducible builds and packaging directly from RCS. Created a tool for Project Management to generate HTML to quickly see the code changes between each.

Skills: C/C++ Programming, UNIX (Compaq Tru64), RCS, Tcl/Tk, TeMIP, UNIX scripting.

KERRIDGE COMPUTER COMPANY LIMITED

Northcroft Lane, Newbury, RG14 1HT

UNIX SOFTWARE ENGINEER

(SEP 1996 – SEP 1997)

Implemented tooling to parse SQL data dictionary files and generate corresponding ISAM databases. Added features to the KCML programming editor to enable users to manage and resolve CVS merge conflicts in their source files.

Skills: C Programming, Lex/Yacc, UNIX, KCML