

# Dave Jones

**Software Engineer with a passion for helping people**



Back-end Developer / Support Engineer with a taste for object-oriented code. Author of several open-source projects including [Sheldon](#), a dotfile manager written in Ruby and [FurAgent](#), an Elixir web-app for easier invoice creation. Passionate about helping people through technology and working to build the next big thing. St Andrews alumni with class medal for Internet Computer Science.

## Experience

2018 – Present  
**FreeAgent**

### Senior Support Engineer

- Point of escalation for the most complex of technical queries and customer complaints.
- Developing our support software and internal tooling to scale with growing customer numbers.
- Mentorship of team to share knowledge and remain responsive.
- Work with Product Managers to highlight challenges, agree on solutions and prioritise work.

2016 – 2018  
**FreeAgent**

### Support Engineering Team Lead

- Line management of 3 engineers.
- Maintenance of team KPIs and achieving our OKR commitments.
- Team hiring and onboarding.

2012-2016  
**FreeAgent**

### Support Engineer; Junior, Mid-level and Senior

- Answering customer support queries via email and phone.
- Querying and updating customer data in production.
- Log analysis through ELK Stack (Elasticsearch, Logstash, Kibana).
- Reproducing and documenting issues for engineering attention.
- Training our support team for one touch resolution of queries.

## Professional Skills

Written/Verbal Comms	■■■■■■■■■■
Object-oriented Prog	■■■■■■■■■■
Ruby & Rails	■■■■■■■■■
Java	■■■■■■■
Elixir & Phoenix	■■■■■■■
Linux	■■■■■■■
MySQL	■■■■■■■
ELK Stack	■■■■■■■
Git & GitHub	■■■■■■■
Docker	■■■■■■■
DigitalOcean Cloud	■■■■■■■
Server Admin	■■■■■■■
Mentoring	■■■■■■■
Zendesk Suite	■■■■■■■

## Qualifications

- BSC Internet Computer Science, First Class Hons - *St Andrews University*, (2008-2012)
- A Level Computing, Physics and Biology (2007 - 2008). AS Level Psychology (2007)
- 12 GCSEs including Maths and English

## Awards

- St Andrews Internet Computer Science Award 2012
- FreeAgent Team Player Of The Year
- FreeAgent Running Through Their Veins

## Related Skills & Interests

- [Mental Health First Aider](#)
- Home Automation ([Home Assistant](#))
- Photography and [Videography](#)
- [Wakeboarding](#)
- Public Speaking

## Portfolio

- [GitHub](#) - my open-source projects and scripts
- [Personal](#) and [FreeAgent](#) blog posts
- [Sheldon](#) (Ruby command-line config manager)
- [MindfulChoices](#) (Ruby on Rails app)
- [FurAgent](#) (Elixir, Phoenix app)

## Contact

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