Conor Hattwell-Leach

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CV

Backend Technical Support

<u>DICE FM</u>

Sep 2019 - March 2020
Provided backend technical support for a top 100 app to teams across 2 geos. I was responsible for fixing issues as they arose (mainly SQL, mongoDB. A bit of JS and golang), triaging and escalating bugs that required dev work and answering tech questions about the app. I delivered a formal ticketing process for support that integrated with the existing slack based "queue" as well as the devs on Jira. Part of this required automation and sync of status changes to tickets and the ability for users to raise jiraSD tickets in slack which we would then link to normal jira tickets for the dev team (This was really cool. I can talk about it for ages)

A/V Technician

<u>Reece's Events</u>

Aug 2018 - Jan-2019
Working with as well as leading a small team doing Staging, Lighting, Rigging, Truss, Site power & Live Audio mixing for WA's leading marquee hire company. In Perth and around WA.

Mac support engineer, web/DB dev

<u>Templeton-Smith Ltd.</u>

Feb 2013 - June 2018
Mac tech support, remote management/sysadmin, consulting, purchasing, Servoy database development, support, implementation and maintenance. General web development and lots of wordpress front, backend work

Assistant sysadmin

<u>Danube International School</u>

Sep 2012- Oct 2012
Windows based, user management, database migration, hardware repair, network troubleshooting, web app implementation.

Project Manager

<u>Cowshed Studio Glastonbury</u>

May - June 2011
Planning and managing "the chicken shed". Coordinating volunteers, setting up an online presence and registration process.

Analogue audio desk repair

<u>The Premises</u>

Feb 2009
Replacement of all electrolytic capacitors in a 24 channel Amek Angela. Minor fault diagnosis and repair.

L1 NOC

<u>Interroute</u>

Nov 2007
Work experience, fault diagnosis, ticket resolution, remote testing. Cisco.

Portfolio

A selection of the sites I've built single-handedly.

Lyndsey Ingram Gallery

(http://lyndseyingram.com)

Fully bespoke Wordpress template built to external design brief and style guide

Michael German Antiques

(http://www.antiquecanes.com)

Hand built Codeigniter template atop an existing servoy database providing content

Era Artist Management

(http://www.eramanagement.com)

Custom Wordpress template designed and built myself with a unique style

Antonia Stewart

(http://www.antoniastewart.com)

Straight up HTML5 static site for an interior designer, based off client's collage design

Hollyhock Home

(http://www.hollyhockhome.com)

Quick and lightly customised wordpress ecommerce site.

CanIParkLondon

(http://caniparklondon.com)

Quick'n'Dirty weekend project to detect your location in London and display appropriate motorcycle parking rules