

# Monette Gordon

## SUMMARY

- Analytical skills - The ability to problem-solve and pinpoint issues, resulting in long-term improvement and resolution.
- Technical skills – Wide and varied technical expertise and a sound understanding of development.
- Software Development and almost 2 years of commercial consultancy experience within a professional development environment.
- Teamwork and Customer focus - Providing help and support in a technical environment and working productively as part of a team.

## SKILLS

- Development: JavaScript, HTML, CSS, Node.js, jQuery, AWS, Docker, VB.Net, C#, Java, Python and Pandas
- Version Control: Git, SVN
- Command line tools, Linux, Git
- Data Analysis: Python, Jupyter, Pandas
- Agile development
- Web and app development: Node.js, Cordova, MIT app inventor, Bootstrap, WordPress and React
- Raspberry Pi and Arduino personal projects in C and python environments.

## EXPERIENCE

### We Are Digital Vision

01/09/18 – Present

Full-stack developer – Remote

- Working on a multi-layered app using node.js, JavaScript, jQuery, HTML, CSS, handelbars
- Rewriting the code behind the UI to provide better app flow and improve UX
- Adding and troubleshooting new additions to the available designs

### RecWorks

14/11/17 – 01/06/19

Remote Researcher – Part-Time

- Using boolean searching to find Java Developers for a bespoke recruitment agency
- Identifying trends conducive to company growth
- Logging and collecting pertinent data and identifying data to be discarded

### Euan Gordon Optical Services

01/09/10 – Present

Operations/Administrator/IT Support Officer/Company Secretary - Part-Time

- Building Database and general administration duties
- Completing Accounts and all financial and tax related book-keeping
- Creating electronic records and providing IT support

**Quintadena Ltd.**

05/07/16 – 07/01/17

## Software Support and Development

- Troubleshooting software
- Writing and reconfiguration of Client Applications and bespoke software using C#, VB.Net, SQL, Access
- Use of version control with Tortoise SVN
- Configuring connection to external Application
- Patch writing to keep up with changes in third party software
- Designing and writing bespoke add-ons for third party software
- Performing remote installation of patches, updates and add-ons
- Creating and updating add-ons for links to CRM systems such as Zoho

**New College Lanarkshire**

10/11/14 - 20/06/15

## Lecturer

- Teaching a wide variety of Computing classes
- Preparing Materials
- Writing courses
- Delivering lessons
- Supporting students

**Logic Computer Solutions**

01/11/13 – 06/08/14

## Assistant Manager

- Repairing PCs and Laptops
- Dealing with Customers and Customer complaints
- Completing end of year paperwork

**Stirling Council**

06/09/11 – 20/03/12

## Tutor –Part-Time

- Adult Education Tutoring in IT
- Teaching IT skills in the community
- Preparing and delivering Training Documentation

**Grangemouth Enterprises**

18/08/08 – 10/12/08

## Computer Technician (Voluntary)

- Repairing PC's
- Recycling PC's and PC components
- Dealing with customer queries

**Caledonian Training Academy**

15/06/07 – 31/12/07

- Administration Assistant
- Building Database and general administration duties
- Answering queries by telephone and email

**Forth Valley College**

13/02/07 – 16/06/07

Lecturer

- Lecturing in Engineering with individual Student Support
- Preparing Teaching materials and Administration Duties

**Hutchison 3G Ltd.**

26/05/04 – 19/03/05

- Technical Helpdesk/Customer Service
- Dealing with Customer queries and processing requests
- Handling complaints and account management
- Identifying and resolving Technical Issues

**NCR**

16/05/02 – 08/05/04

- Helpdesk/Technical Support
- Identifying and resolving technical issues within tight SLA's
- Training staff and producing training documentation
- Fault diagnosis and resolution
- Identifying repeat issues and preparing reports

**E D U C A T I O N****The Open University**

2014 – 2017

BSc Hons Computing - Software Development 2:1

- Programming with Java, Software Development with Java, User Interface Design
- Software Engineering, Data Management and Analysis, Web, Mobile and Cloud
- Technology, Project

**New College Lanarkshire**

2011 – 2014

HND Computing (Technical Support) Part-Time

- Including: Networking, Web Development, Operating Systems, Linux, Oracle SQL
- MCITP: Windows 7, Enterprise Desktop Support Technician
- MCTS: Windows 7, Configuration
- MCSA: Windows 7, Microsoft Certified Solutions Associate

**Glasgow Caledonian University**

2004 – 2005

MSc Applied Instrumentation and Control

- Including: Data Acquisition and Analysis, Instrument Communication and Networking
- Measurement Theory, Project Management, Safety Management
- LabVIEW programming, etc.

**Glasgow Caledonian University**

1998 – 2001

BSc Hons Instrumentation with Applied Physics

- Physics, Advanced Mathematics, Signal Processing, Instrumentation
- Programming (Matlab, Simulink and PLC), Database design, Project

Examples of my work can be found at <https://github.com/Monette5>, [mr-pi.co.uk](http://mr-pi.co.uk)