

# CALLUM PARKINSON

## Personal Profile

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I specialise in diagnosing issues and fixing things, and find the most time and cost effective way to solve problems. I like to find the best options which can help me learn new things fast. I'm easy-going and find it easy to build rapport and strengthen relationships with colleagues and clients.

## Experience & Projects

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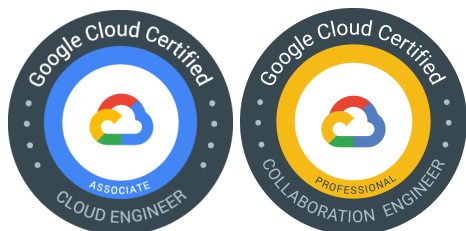
### **Ancoris; Senior Technical Support Specialist | July 2017 - Current**

I've worked for 2+ years with Ancoris, a Google Cloud Premier Partner, as a specialist on their Technical Support team. My role within the company is to assist customers over email, phone and video with G Suite and issues with the company's SAAS products. I have also visited customer premises regularly during the development and deployment of one of their SaaS applications, taking ownership of the process.

I'm a senior member of the team, and I lead the on-boarding of new team members when they join. This includes helping them with questions as well as being responsible for their training. I'm also the escalation point for more complex cases, or where a customer has been aggravated, where there have been worries about the relationship or where important clients or partners are involved.

I emphasise building rapport with key clients - as it helps to retain and grow business. Sometimes this can lead to new opportunities with a customer, who originally called because they had an issue, but are happy with how I help them resolve the issue and expand the range of products they buy as a result.

I've earned multiple Google certifications in this time, all listed on my LinkedIn profile. One of these I took during the beta program, making me one of the first few in the world to obtain it. I've also visited the Google offices in London and Paris for Apps/GSuite 300 and Cloud Fundamentals courses.



## **Reducing project time by 90%**

I worked on a project with a key customer who needed help with exporting their data from Backupify (G Suite Backup Solution). It was originally believed to be a time and labour intensive - and error-prone - manual task, which both the customer and management were resigned to. I looked for better solutions - that would take less time and effort, and would be more reliable - and worked out how to script the entire process in PowerShell. Within a few hours, I had a working solution that could be tested and repeated, that prevented several days of manual effort and gave the client a better outcome and the company a solution they could use again.

## **Giving customers solutions faster and reducing support overhead**

Noticing that there are lots of common queries, I overhauled the information available to customers to help them be able to solve more of these for themselves. I wrote and reviewed articles covering both regular and administrator usage of the company's bespoke SAAS products, timed to coincide with a new version, which helped the launch go more smoothly. It also brings down the number of support calls, and the time taken to resolve them, because we have detailed documentation that we can refer customers to, that we can evolve and improve based on feedback instead of giving ad-hoc answers which would be less complete and take longer to do.

## **Keeping key infrastructure working**

One of the other ways I get involved to help the company is in dealing with ad-hoc infrastructure and technology challenges that others aren't able to fix. For example if there are hardware problems, such as broken laptops or network faults, rather than buy replacements or have outages I'm often able to repair them and save the company money. In one instance, we got a notice that there would be major changes to the building's network - which would have taken the business offline for several days. I stepped in to help, and by planning the changes, redesigning the network infrastructure and coordinating with external suppliers we were able to smoothly deal with the changes outside business hours with no downtime for the company.

## **MyGamerProfile; Co-Founder, Product Owner | 2012 - Current**

I'm a co-founder of MyGamerProfile.net, a community website where Xbox LIVE users can create their own customisable profiles that show games they have played, in-game achievements they have been awarded and allows them to share achievements with friends on personal status feeds.

In my spare time, I act as a Systems Administrator and Product Owner to the project, as well as other roles. I set-up and maintain our Linux based servers and server side applications such as HTTP servers and Database. I'm also responsible for ensuring the servers are secure, up to date and have minimal downtime.

The website is increasing in popularity as we currently have a 10,000+ user base, over 10,000 unique hits a month, and over 300 million gamercard image requests at around 5 per second. All of this means I can deal with scaling a popular and active application, and doing legacy server updates without users' experience being affected.

Some of my other work on the site includes writing news posts, thinking up or designing new features and gamercard images, also keeping in contact with the community through the forums.

## Education

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### **BSc 1st Class, Computer Networks & Security; University of Derby | 2017**

*Dissertation title: A performance analysis of popular web servers (Apache & NGiNX) with different configurations and optimizations.*

I achieved a Bachelor's Degree in Computer Networks and Security with 1st Class Honours, covering a range of topics such as: Advances in Wireless Networks, Distributed Networks, WANs, Network Security & Protocols and Server Infrastructure. Other modules covered Databases, Computational Mathematics and Programming and I also was able to complete the academic level Cisco qualifications whilst at the university as their material covered it.

My final year project (dissertation) analysed the performance of two popular web servers, Apache and NGiNX, when running with different configurations and optimizations on a Linux server in both dedicated and virtual environments. The optimizations used were common methods, such as caching, compression, and load balancing, also newer technologies such as HTTP/2 with HTTPS. It concluded with recommendations on which server performed the best under different scenarios. My dissertation was published on the Universities Computing blog ([link](#)).

## Just For Fun

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In my spare time I enjoy going bowling with my friends, we go fairly regularly and all have our own bowling balls, however we're not quite professional level! I also enjoy playing board games with friends and colleagues, some of my favourites are Euphoria, Ticket to Ride, and Great Western Trail.

At home you'll find me either playing computer games such as Forza or F1 (I'm also a bit of a petrol head, I don't mind electric cars too), or tinkering with home-automation, networking or with my computer hardware.

In the evening I currently enjoy watching some of my favourite Youtubers such as Linus Tech Tips, or catching up on TV Shows, mostly comedies, currently catching up on The Office: US version due to peer pressure.