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(LinkedIn)
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Top Skills

Python
Web Development
Drupal

Languages

English

Certifications

Class 5 GDL Operators License
Rescue Diver
Advanced Open Water Diver

Kieran Wood

Web Services Specialist at University of Calgary
Calgary, Alberta, Canada

Experience

University of Calgary
Web Services Specialist
September 2017 - Present
Calgary, Canada Area

I was hired to work as a second level support specialist for the campus CMS system (Drupal). This was managed through a client ticket system for support requests, along with needing to on occasion make direct client, and department coordinator communications and contact to facilitate requests. This included the creation and deletion of sites, technical troubleshooting & feature requests, and assistance with "Cleanup" items (i.e. helping do an audit of sites for http to https change).

The position has evolved and changed as I have worked there I have adapted as changes were necessary to fit the needs of the department. Some of these different roles have included documentation development, training sessions, assisting with QA, and writing scripts for automation and web parsing to go along with the initial job responsibilities.

Responsibilities:
- Working with selenium in python to create automation scripts for configuration tasks
- Developing client facing video and text documentation of first and third party systems
- Developing internal support documentation of first and third party systems
- Configuration of New Drupal sites
- Assistance with QA and development ticket authentication
- Tracking client requests, and development tickets
- Providing assistance in organization of access provisioning systems for sites
- Ticket queue management & resolution
- Client communications & interactions
- Training Sessions
- Help in the creation of client and support processes
- Creation of text, spreadsheet and web parsing scripts and utilities (python)

Skills:

- Multitasking
- Task prioritization
- Troubleshooting
- Conflict Resolution
- Remote Sessions
- Ticket/Queue Management
- Using bash scripts via SSH
- Running meetings & meeting organization

Average Hours Worked:
4-7 a day for 4-5 days a week

Self Employed
Video Content Creator & 3D Modeler
September 2009 - Present

I have done commissioned 2D & 3D work, video documentation/tutorials, and work making merchandise and brand products. My 3D work has included physics simulations, animations, character and landscape modeling, as well as texture and lighting setups. My 2D work includes designs for merchandise, some work in logo and re-branding, as well as some typesetting and book formatting.

Note: I am completely self taught and do not consistently do work, but I am available to do small freelance work and commissions.

No BS Repairs
Freelance Software & Web Development
October 2016 - October 2019 (3 years 1 month)
Calgary, Canada Area

I do freelance sub-contracting whenever available in software development, systems setup, and device repair. Some previous projects have included a point of sales (POS) system, a client management & check-in system, and other projects.

Responsibilities:
- Working in a small development team
- Delivering products on time
- Delivering Projects on budget
- System planning and Design

- Content development & Data entry

Skills:
- Web Development (Javascript and HTML)
- Java native app Development (With MySQL for database)
- Flask (Python Web App) Development
- XML Schema development

Little Caesars Pizza
Employee
September 2015 - August 2017 (2 years)
Calgary, Canada Area

I worked at Little Caesars throughout my high schooling, and during part of my gap year. I had a wide variety of responsibilities that changed as time went on. As this was one of my first long term positions It helped me to develop good work habits such as punctuality, reliability, and adapting to situations that occur in some cases with team communication and other times individually.

Responsibilities:
- Cashier work
- Client interactions
- Up-selling products
- Closing & Opening
- Teamwork & leadership (through seniority)

Skills:
- Multitasking
- Task prioritization
- Adapting to issues as they presented themselves
- Conflict Resolution

Average Hours Worked:
6-12 a day for 3-6 days a week

Mod Promotions
Brand Ambassador
July 2017 - July 2017 (1 month)
Calgary, Canada Area

I Worked during the Calgary stampede for an Oculus rift demo that mod promotions was facilitating for GMC. My purpose throughout was to help users get situated and ready to go into the demo we had prepared, including teaching users how to use the system on a limited timeframe.

Responsibilities:
- Promoting GMC to clients as they came to the demo
- Providing training for the use of VR products for clients
- Client communication

Skills:
- On the spot training for the use of VR products under a time restraint
- Helping organize and move clients to the proper places to keep the demo running smoothly

Average Hours Worked:
9 hours a day for 1 day

tigris sponsorship & marketing
Brand Ambassador
March 2017 - March 2017 (1 month)
Calgary, Canada Area

Worked promoting an HP event for a new line of printers, including a new form of mobile printing for smartphones; specifically helped to usher clients to the demo room and provide training in the use of the VR demo equipment.

Responsibilities:
- Providing information for a new line of HP products
- Providing training for the use of VR products for clients
- Helping direct clients to the correct locations
- Client communication

Skills:
- On the spot training for the use of VR products
- Answering client questions about the new line of printers
- Providing on the spot answers to unprepared questions about HP products

Average Hours Worked:
8 hours a day for 1 day

Mobile Depot Canada Inc.
Computer Technician/Customer Sales Representative
April 2015 - October 2015 (7 months)

I worked as a technician to fix any devices that came in (primarily desktops and laptops). As there were few employees, and often only one available at a time I also would some days be responsible for opening, running and closing the store throughout business hours.

Responsibilities:
- Working effectively to complete previous customer tickets
- Checking in new customer devices
- Checking out and completing the payment for services
- Helping to facilitate customer questions about sales practices and technical questions
- Maintaining the storefront (i.e. Opening, Cleaning, Closing the tills, closing the store etc.)

Skills:
- Software Troubleshooting Windows, Mac OS, IOS, and Android devices
- Hardware Troubleshooting Laptops, Desktops, Smartphones, Macbooks, iMacs, iPhones etc.
- Electronics and Electronic Service sales including devices, virus removal, operating system re-installs etc.
- Working independently, often as the only one in the store
- Ticket management and sales/technical conflict resolution

Average Hours Worked:
5-12 hours a day 5 days a week

Waste Management
Sanitation assistant
July 2012 - July 2012 (1 month)
Calgary, Canada Area

My first Job ever was as a sanitation assistant, helping to remove litter and answer customer questions for the stampede grounds (around the Big four building and rides) working from 12PM-8PM daily for the duration of the stampede.

Responsibilities:
- Working effectively to completely clean my assigned area

- Helping others in the group to clean their area
- Helping to facilitate customer questions

Skills:
- Working in a group environment
- Working independently in a group environment
- Communication
- Punctuality

Average Hours Worked:
8 hours a day 7 days a week for two weeks

Education

University of Calgary
Bachelor's degree, Computer Science · (2017 - 2021)

Bishop O byrne High School
High School, sciences · (2013 - 2016)