

# Ciarán Ainsworth

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*I'm a passionate programmer and technical writer  
with a background in communication and research.  
When I'm not writing code, I'm helping others  
explain theirs.*

## Education

- 2015–2016 **MA, English Literature**, *University of Exeter*, Exeter.  
Thesis title: "The Way It Used to Be": Mono No Aware and the Tanuki in Isao Takahata's *Pom Poko*
- 2012-2015 **BA, Film and Television Studies**, *Prifysgol Aberystwyth*, Aberystwyth.  
Thesis title: "It's Not of this World": An Analysis of How the Onryō Infiltrated the Western Horror Market
- 2014-2014 **Semester Abroad**, *Hong Kong Baptist University*, Hong Kong.  
Minored in Computer Science (ANSI C), Japanese, and Cantonese

## Work Experience

- 2019-Present **Project Maintainer and Steering Committee Member**, *Funkwhale Association*.  
Key Responsibilities:
- Helping with planning development roadmaps and managing the community
  - Participating in testing of new releases and providing detailed feedback
  - Contributing bugfixes and new features to the application based on community feedback
  - Offering support in the project's forums and chatrooms
- 2020-Present **Cloud Services Integrations Developer**, *Oneserve*, Exeter.  
Key Responsibilities:
- Documenting Oneserve's 50+ API endpoints
  - Researching and introducing new tools and methods for building integrations
  - Building integrations between Oneserve and client applications
  - Working with clients to implement the Oneserve system to their specifications
  - Working with the DevOps team to create and maintain automated deployments
  - Documenting and providing training for working with Oneserve's proprietary REST APIs
  - Acting as third line support for the in-house support team (specialising in integration layer issues)

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- 2018-2020 **Technical Support Analyst**, *Oneserve*, Exeter.  
 Key Responsibilities:
- Implementing new documentation standard using Git and Markdown
  - Moving all integration files into Git and providing in-house training to work with the tool
  - Management of client data using database tools, RESTful APIs, and scripting tools
  - Identifying bugs, communicating fixes and workarounds to clients, arranging upgrades
  - Actively engaging in identifying new tooling for all areas of the company's work flow, including: communication, documentation, and project management
- 2017-2018 **Applications Manager**, *Exeter College*, Exeter.  
 Key Responsibilities:
- Testing/packaging of applications and management of OS deployments using SCCM and Microsoft Intune
  - Management and running of all GNU/Linux products, including the design of the college's SUSE architecture
  - Creation and curation of a self-service application store for staff and students
  - Vulnerability monitoring in Nessus, responsive and pre-emptive patch management
  - Sophos Antivirus deployment and threat analysis
  - Active involvement in the development of the college's Jira platform
- 2016-2017 **Helpdesk Technician**, *Exeter College*, Exeter.  
 Key Responsibilities:
- Undertaking hardware repairs on a range of Lenovo and Apple devices and audio visual equipment including interactive whiteboards
  - Responding to high volume support tickets and answering phone calls, as well as interfacing directly with customers
  - Setup of AV and recording equipment
  - Creation and curation of all documentation relating to end-user guidance and internal processes

## Technical Experience

### Programming Languages

XSL	Professional	<i>Professional knowledge of XSL 1.0 - 3.0</i>
SQL	Professional	<i>SQL Server and PostgreSQL</i>
HTML/CSS	Professional	
Python	Intermediate	<i>Python &gt;= 3.6, Django Framework</i>
Javascript	Intermediate	<i>jQuery and Vanilla JS</i>
Vue.JS	Intermediate	
PowerShell	Intermediate	
POSIX Shell	Intermediate	

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## Tools and Platforms

Talend	Professional
Swagger	Professional
Git	Professional
Jira	Professional
Zendesk/Zendesk API	Professional
Markdown	Professional
reStructuredText	Professional
L <sup>A</sup> T <sub>E</sub> X	Professional
DigitalOcean	Professional
Office365	Professional
Google Workplace	Professional
Docker	Intermediate
AWS	Intermediate

*Swagger 2.0 and OpenAPI 3.0*

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## Training

- **Talend:** Undertook advanced talend for big data training as part of my work with integrations
- **Python:** Participated in online courses including Udemy, Codecademy, and a bespoke online course taught by Teknahi
- **API technical writing:** Participated in online course on documenting RESTful APIs and structured data
- **Advanced SQL Server Training:** Undertaken as part of my technical work with Oneserve
- **Microsoft MS-20410:** Fully trained in installation and setup of Windows server 2012 R2

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## Open Source

- I am a project maintainer, contributing developer, translator, steering committee member, and the lead documentation writer for the Funkwhale project
- I am the primary en-gb localiser for the elementaryOS project
- I have contributed fixes to Rust crates and pip packages during development of personal and professional projects
- I am a package maintainer for the FreeBSD project
- I am the Yunohost package maintainer for Funkwhale

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## Languages

English	Native
French	Conversational
Japanese	Conversational
Dutch	Beginner
German	Beginner

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## Awards and Achievements

- **Pan-Asian Model UN 2014:** Diplomacy Award for Best Delegation
- **Prifysgol Aberystwyth 2012:** Senior Scholarship
- **Katharine Lady Berkeley's School 2012:** Alex Wood Award for Film
- **Katharine Lady Berkeley's School 2011:** Robin Coles Award for Public Speaking
- **British Airways 2010:** Flag Award for Proficiency in French
- Acted as peer-reviewer for *Exclamation*, an academic journal from the University of Exeter
- Undertook a month of charity work in Vietnam with World Challenge
- Achieved Grade 8 ABRSM in violin, grade 6 piano, and grade 5 music theory
- Achieved first dan black belt in Shotokai Karate