

# Ash Showell

Technical Operations · Systems & Automation · Internal Tools · Integrations

West Midlands, UK · Remote UK   showellash@gmail.com   workwith.ashy.info

Support and infrastructure professional moving further into technical operations and automation. Builds practical internal tools, integrations and self-hosted systems using Python, TypeScript/JavaScript, SQL, Linux, APIs and databases. Strongest in troubleshooting, understanding how systems fit together, and turning repetitive or opaque workflows into something easier to operate and diagnose.

## AUTOMATION

Python, scripting, recurring workflow reduction

## INTEGRATION

REST APIs, webhooks, external services, JSON

## OPERATIONS

Linux, Docker, Nginx, systemd, diagnostics

## DATA

PostgreSQL, MySQL, SQLite, DuckDB, SQL

## PROFESSIONAL EXPERIENCE

### Support Representative

2022 - 2023

#### MCPProHosting / Nitrado

Supported game-server customers and partners across technical, configuration and billing issues. Worked with GitLab, Jira, Confluence and Slack; handled complex server setups, diagnostics, PayPal/Stripe workflows, and contributed to deployment-tool and webhook-related work.

### Technical Support Engineer

Nov 2018 - Apr 2019

#### Pingperfect

Ticket and live-chat support for hosted game servers, including setup, monitoring, backups, MySQL configuration, troubleshooting and knowledge-base documentation.

### IT Technician

Oct 2017 - Nov 2018

#### Bartley Green School

Hardware repair, imaging, Citrix troubleshooting, Linux deployment, purchasing/stock, website updates and internal documentation.

### Apprentice Repair Centre Technician

Dec 2015 - Nov 2017

#### SCC

Commercial hardware diagnostics, repair and QC, including SLA/RMA handling, field-engineer liaison, warehousing processes, soldering and electrical repair work.

## SELECTED INDEPENDENT PROJECTS

### Sugar - game-hosting integration platform

Designing and building a TypeScript platform that connects Discord, hosting-provider controls and billing lifecycle. Includes Fastify API, PostgreSQL/Prisma, provider abstractions, WHMCS webhook handling and Discord bot integration.

TypeScript · Fastify · PostgreSQL · Prisma · Discord.js · REST APIs · Webhooks · Pterodactyl/WHMCS integration

### Riot Data Platform

Self-hosted Python collector/warehouse pipeline with asynchronous crawling, rate-limit handling, persistent crawl state, compressed raw archives, DuckDB storage and JSON exports consumed by analytics tooling.

Python · aiohttp · DuckDB · SQLite · Linux · data pipelines · API reliability

### Beanzdroid

Discord/Twitch automation system spanning live-state integration, commands, music requests, moderation/community utilities and third-party APIs; currently being refactored for clearer boundaries, persistence and reliability.

Python · Red Discord Bot · Twitch EventSub · Lavalink · Riot API · automation

### 5v5 Team Balancer

Python optimiser for League of Legends custom games that compares possible ten-player team assignments using competitive skill, preferred positions, off-role comfort and champion flexibility, aiming to produce balanced teams while explaining the trade-offs.

Python · optimisation · scoring models · CSV · Riot API enrichment

## TECHNICAL SKILLS

**Programming:** Python; TypeScript/JavaScript; SQL; Bash; HTML/CSS; PowerShell familiarity; React/Vite project use.

**Infrastructure:** Linux; Docker; Nginx; systemd; Pterodactyl; Windows; self-hosted services; networking fundamentals.

**Data:** PostgreSQL; MySQL; SQLite; DuckDB; JSON; collection/export pipelines.

**Integration:** REST APIs; webhooks; API-token/OAuth-style integrations; Discord, Twitch and Riot APIs; Git/GitHub.

**Working style:** troubleshooting; root-cause investigation; operational tooling; documentation; maintaining systems built for real use.

## AI-ASSISTED WORKFLOW

Uses AI coding assistance for research, prototyping, code review, debugging and documentation, while validating, adapting and maintaining the resulting code.

## CERTIFICATION & TRAINING

CompTIA Network+ (2016)  
CompTIA A+ 220-801 exam  
HP Certified Repair Technician  
Xerox Certified Repair Technician

## ROLE FIT

Technical Operations  
Systems & Automation  
Business Systems  
Internal Tools  
Systems Integration  
Business Applications