

# Sue Jones

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## Profile

I am a recent computer science and management (2:1) graduate with circa six months IT related experience currently looking to further my career in a challenging and exciting role. I am an enthusiastic individual with an excellent eye for detail. I am driven by a passion to learn and to broaden my understanding of the world. I enjoy problem solving and always welcome challenging environments that give me the opportunity to achieve my full potential and to develop new skills.

## Education

### (2006 - 2009) ABC University, London

#### Computer Science with Business Management (2:1)

- Excellent educational experience during which I was involved in a range of group and individual projects including a final year dissertation. My dissertation allowed me to implement the full range of skills and theory gained during the earlier years of my degree in a full lifecycle project. This was reflected in my final mark which was a B.
- I have acquired many skills throughout my degree including team work, coping with high pressure situations and handling large work loads.
- I gained insight of the business environment through the business management program.
- Interpersonal and communication skills gained through the work on group projects. I am also self-motivated, creative and able to self-manage.
- Gained a range of report writing, software documentation and presentation skills.
- Acquired project management and planning skills as well as experience with different life cycle development models.

### (2004 - 2006) London College

#### A-Level

Economics      B  
Computing        C  
Mathematics     A

#### AS-Level

Accounting    B

### (1999 - 2004) London Secondary School

#### GCSE

10 A-C grades, B's in Mathematics, English and Science

## Experience

### XYZ Company (September 2009 to present ) – Product Support Analyst

- XYZ Company provides telecommunication software which plans, optimises and deploys telecommunication networks throughout the world.
- I am based in the planning department which deals with the planning for antennas, sites and cells. I work with map data and simulators to help plan as efficiently as possible.
- I provide second and third line support to both global and internal customers.
- This is a customer-facing role, both on the telephone and in person, and I participate in customer conferences to discuss and outline key issues.
- I am responsible for scheduling tasks, analysing and providing solutions based on order of importance.
- I use initiative and performing research to deal with issues being raised.
- I am involved with fault reproduction, requirement gathering, onsite installations, upgrade and maintenance work for XYZ Company's enterprise software suite and Oracle 9i & 10g.
- I am currently training as an Oracle DBA and work closely with Oracle 9i and 10g.
- I am able to write and implement a range of SQL queries on large customer databases.

### ABC Firm (May to November 2007) -Technical Support / Sales Assistant

- This role required me to set up and maintain the computer system in ABC Firm's shop.
- I assisted in acquiring a new computer system before I set up the network and installed the necessary applications. Following on from this, I provided technical assistance and support whenever problems were encountered.
- Responsibilities also included assisting with processing and developing pictures.
- I was also required to deal with customers and resolve any enquiries which enabled me to communicate with customers using my own initiative to attend to their needs.

**ABC Association (July to August 2007) - Office Assistant**

- Responsibilities included a variety of office duties the key one being data entry.
- I was also required to work with a team helping them to deal with various situations that arose.

**New Company (May to June 2007) - Office Assistant**

- Duties included assisting customers in selecting properties that matched their needs
- Produced various templates and inputted customer data into the computer.
- Worked with customers and dealt with their queries which helped me to improve my communication skills.
- Accompanied customers on property visits.

**Old Firm (May 2003) - Quality Assurance Technical Support**

- This was a work experience placement in the quality assurance department of Old Firm. As part of a team I was involved in testing computer games and evaluating each aspect for defects/faults and then documented findings in a database. This was both an enjoyable and educational placement for me.
- I was involved in close teamwork and collaboration with colleagues.

**Relevant Skills****Programming & Development Skills**

- Java, AWT, Swing, SQL, HTML, UML, Visual Basic, C
- Java J2SE
- Oracle DBA - Oracle 9i, Oracle 10g
- PostgreSQL
- Procedural and Object Orientated Programming (OOP)
- Unified Modelling Language (UML)
- HTML

**Software**

- Operating Systems - Windows 95, 98, 2000, 2003 Professional, Server, XP Professional Edition, Linux, Unix.
- Other Software - Microsoft Office 2003 – Word, Excel, PowerPoint, Outlook Express, Access, Publisher. Eclipse 3.0 & Borland Together UML Toolkit, Ableton Live 5, Fruity Loops, Cubase, Adobe Photoshop and Illustrator CS2, Adobe Premier.

**Hardware**

- Design, build and maintenance of home desktop computers.
- Experience with hardware troubleshooting and support.
- Worked with LAN and Wireless Networks.

**Additional Skills**

- Ability to direct complex projects from concept to fully operational status.
- Goal-oriented individual with strong leadership capabilities.
- Organised, highly motivated and detail-directed problem solver.
- Proven ability to work in unison with other team members, colleagues and staff.

**Interests and Activities**

- I have always had a keen interest and been involved in many sports, participating in many tournaments. This has helped me learn the importance of communication and teamwork as well as social enjoyment.
- Sporting activities include badminton, tennis and basketball.
- I attended karate for three years in which I was able to attain a purple belt.
- I am familiar with playing the tabla, an Indian drum based instrument. I also produce music and engage myself in Hi-Fi and sound related literature.
- I enjoy travelling and have taken trips to various parts of the world including India, Greece, Spain, America, Canada, mainland Europe and the Canaries. These vacations have provided me with a valuable understanding of different cultures and climates.
- Social activities – I enjoy interacting with friends and colleagues in pubs and bars.

**References** Available on request