

Mark Dyson

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Java Software Developer Computer Science Student Seeking Programming position

Skill set:

Frontend
HTML
CSS

Backend

Frameworks
Bootstrap

Source control
Git

UI/UX
Wireframes

Qualifications Profile

Solutions-oriented and highly motivated with ability to leverage strong training and experience while excelling in an IT Support role

- Readily match business objectives with available technologies to meet short- and long-range information management goals.
- Excel at preserving data integrity through various backup, recovery, and security strategies.
- Proven ability to perform comprehensive root-cause analyses while diagnosing and optimising management information systems.
- Proactively identify emerging technologies to establish secure, robust information sharing.
- Talent for quickly learning new information, procedures, and technologies.

Education and Credentials

Certifications

- Diploma in Software Development. Full Stack Web Development – Ongoing
- New Skills Academy - Microsoft Office Diploma - May 2019
- Help Desk Institute - Certificated Customer Support Specialist – September 2002

Voluntary Experience

- Northamptonshire Police - Special Constable, 2004 – 2006
- Midshires Search and Rescue - Team Manager, 1995 – 1999

Continued...

Experience Highlights

Front End Developer August 2019 to Present

Freelance developer. Providing UI and UX focused website design and coding.

- HTML
- CSS
- Bootstrap

HGV Driver 2007 to Present

Undertake a variety of driving assignments for a portfolio of companies, recognised for being reliable and flexible.

- Driver Training and Mentoring
- Experience across general haulage, multi-drop, curtain sided walking floor trailers and container work.
- Consistently demonstrated strong work ethic and exemplary time management skills.
- Using strong communication skills to build relationships across key internal and external stakeholders

Mark's Driving Services Ltd

Director, 2009 – 2011

Provided a Driving Instruction service to individuals and companies. Developed excellent professional relationships with peers. Assessor for NVQ Level 3 in Advanced and Intermediate Driving..

Phoenix IT

Helpdesk Analyst, 2003 – 2006

Part of the 1st Line IT Support team offering deskside and remote support to a portfolio of clients including Ofsted and CPS.

- Effectively used a bespoke call logging system ensuring prompt resolution and adherence to SLA's.
- Communicated technical issues to varied audiences at all levels of the organisation
- Ability to apply both creative problem solving and logical thinking to problems.
- Ownership and ensured a successful conclusion of all tasks, issues or incidents assigned.

Pink Roccade

Helpdesk Analyst, 1998 –2003

Responsible for identifying, troubleshooting and resolving reported issues assigned in a 1st Line Support capacity. Applied creative problem solving and logical thinking to get issues resolved correctly and as quickly as possible. Role involved both application and hardware support.