

Mark Dyson

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[LinkedIn](#)

[GitHub](#)

***Java Software Developer
Recent Computer Science Graduate
Seeking Programming Position***

Degree/Diploma -

- Coding Institute - Full Stack Diploma in Software Development
- New Skills Academy - Microsoft Office Diploma

Professional Qualifications -

- Help Desk Institute - Certificated Customer Support Specialist

Technologies -

- HTML
- CSS
- Bootstrap
- Java
- Django
- Python
- Git
- Cloud 9
- AWS

Projects –

- Military Uniform Hire website. Complete package front and back end for a client who supplies uniform hire for the film and television production.
- Personal Website for a professional Radio host

Continued...

Supervisory Experience

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

Experience Highlights

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.

- Demonstrated talent for teaching new information, procedures for Coach Drivers for safe driving and eco driving.
- Established a positive and encouraging reputation when teaching new learners to drive.
- Operationally responsible for book keeping, marketing and general administration.

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.

- Interface with internal staff and external customers with a skill in communicating with people who have differing levels of technical understanding.
- Liaised with the 2nd line support where required in a call escalations to gain an understanding of the system and to provide detailed information to help resolve technical issues.