

# JAMIE PALMER

## WEB DESIGN & DEVELOPER

j.palmer2934@gmail.com | <https://jamiepalmerwebdev.netlify.app>

### SUMMARY

An aspiring Web Developer with a First Class degree in Web Design and Development, and over a year of hands-on experience as an IT Support Technician. Skilled in creating responsive, user-focused websites, taking accessibility and usability into account as a must. My background in IT support has provided me with valuable experience in troubleshooting, problem solving, and communication skills, working alongside others in the team. Now looking to apply these skills in a development role where I can contribute to projects, continue learning new technologies, and grow in a digital environment.

### TECHNICAL SKILLS

HTML, CSS, and JavaScript	Project Management	Web Accessibility
ServiceDesk	User Interface	Responsive Design
WordPress	User Experience	Active Directory

### PROFESSIONAL EXPERIENCE

**Emtelle UK Limited** **Nov 2024 - Present**

- Provide first line support to members of the organisation through ServiceDesk, to solve issues tech related.
- Setup and deploy computers through Microsoft Intune, fix printers, and replace any outdated tech.
- Create and manage user accounts through Active Directory and Microsoft 365 Admin Center.
- Working with AVAST Antivirus software to detect security threats within the organisation.
- Managing the Vipre Mail Security system to ensure the correct emails are allowed and delivered, without having an effect on the organisation.
- Setting up desk hardware for new employees, connecting the docking stations to the network through ethernet, where ports need enabled through Meraki Switches.

### EDUCATION

**BSc Web Design & Development (Hons)** **Aug 2020 - Jul 2024**

- Edinburgh Napier University
- Grade: First Class with Honours
  - Dissertation on “The Effect of Web Accessibility in Enhancing a User Experience Online with Visual Impairments”.

### PROJECTS

**Honours Project - HTML, CSS, JavaScript**

Edinburgh Napier University  
<https://insightimpairmenthub.netlify.app>

- Designed and developed a fully responsive website focussing on the effect of accessibility on visually impaired users, with the key focus on accessibility and usability.

**Portfolio Website - HTML, CSS, JavaScript**

Edinburgh Napier University  
<https://jamiepalmerwebdev.netlify.app>

- Tasked to develop a fully functional website from scratch to showcase my web projects. Focussed on a clean user interface, sleek navigation, and mobile friendly.