JAMIE PALMER

WEB DESIGN & DEVELOPER

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SUMMARY

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 with a strong emphasis on accessibility and usability. 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**

- Providing first line support to members of the organisation through ServiceDesk, to solve issues tech related.
- Setting up and deploying computers through Microsoft Intune, fix printers, and replace any outdated tech.
- Create and manage user accounts through Active Directory and Microsoft 365 Admin Center.
- Using 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 workstations for new employees, connecting docking and enabling network ports via 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.