

JASON BURNS

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Highly motivated and dedicated Web Developer with a proven ability to create visually stunning and user-friendly web applications. Possessing a strong command of front-end technologies, including HTML, CSS, JavaScript, and modern frameworks, I excel in transforming design concepts into fully functional websites. With a keen eye for detail and a focus on delivering high-quality code, I consistently exceed client expectations while adhering to project deadlines. Committed to staying abreast of the latest industry trends and technologies, I actively seek opportunities to enhance my skill set and contribute innovative solutions to web development projects.

EXPERIENCE

2022 – CURRENT

WEB DEVELOPER, PILLOW PARTNERS

Prioritizing user experience and bringing concepts to life through the utilization of HTML, CSS, and JavaScript. I have been responsible for the production and maintenance of websites and web application user interfaces, ensuring they are visually appealing and user-friendly. I have also dedicated efforts to create tools that enhance site interaction across different browsers, implementing designs specifically for mobile sites. Additionally. Adhering to SEO best practices, I have contributed to optimizing website performance and visibility. My responsibilities have also included extensive testing for usability and bug fixing to provide a seamless user experience.

2018 – 2023

FREELANCER, JDB WEB DESIGNS

Working with WordPress and custom designs on freelancing projects, updating, maintaining, and creating sites for individuals and small businesses.

2018 – 2023

IT FIELD ENGINEER, IDE

Working for Allvotec until May 2022, then underwent a TUPE to IDE. · Service Engineer based in Whitehaven office to service customer sites all over Cumbria Area. · Perform Break Fix on all supported IT equipment (desktop/laptop/tablet/printer/phone/ mobile devices) where a known fix is available, ensuring normal service is restored as quickly as possible (or a work around provided) with minimal disruption to the customer, ensuring the customer is kept fully up to date with progress. · To replace consumable kit when spares are available, enabling a quick resolution with minimum inconvenience to the end user. · Manage individual queues to given targets with zero intervention from Team Leader · Ticket logs maintained in a timely and efficient manner (in line with SLA's) · Constantly review all tickets in individual queue (supporting set KPI's) · Working to aid avoidance of SLA breach on tickets and managing aged tickets to closure. · Break fix of hardware, software support, small request fulfilment, projects, printer repair, stock room duties, computer build room function, admin duties to keep customer hardware database up to date as well as updating calls. · Diagnosis of faults and good understanding of operating systems

· Good interpersonal skills and able to converse with users on all levels. Good understanding of IT hardware and software including rebuilding computers and stripping down components for replacement. · Providing IT support to sites through Cumbria. Fault fixing with both hardware and software components, Device rebuilds and service installations. Use and maintaining of servers and knowledge with Active Directory. · Solve and support of basic IT incidents, with MS Windows, MS Office, email, internet browsers, collaboration tools, individual network connectivity, personal file/storage, and standard applications in the software basket. · Provide support for access issues / password resets (Domain PW, Bitlocker PW, Applications Login, PKI Card). · Provide guidance and answer questions related to IT services and tools. · Support user requests for status and/or resolution of existing tickets. · Perform hardware diagnostics onsite and create tickets for more advance issues for dispatch to 3rd level support groups. · Provide incident support and setup assist for email issues on standard mobile devices.

2016 – 2018

SUPPORT TECHNICIAN, JUNIPER

Providing technical support to residential and business customers including broadband and telephony faults, router configurations, general email issues

2006 – 2016

BUS DRIVER, STAGECOACH UK

Bus driver through the northwest of England

EDUCATION

2020-2023

COMPUTING AND IT, OPEN UNIVERSITY

Studying a wide range of modern computing topics including programming, networking, web development, databases, object-oriented programming, internet technologies, cybersecurity, and other specialized subjects

2020-2021

INFORMATION TECHNOLOGY LEVEL 3, STONEBRIDGE COLLEGE

Completion of a level 3 in Information Technology. Studied concepts such as Data flow, system flowcharts, Graphics packages, System life cycles, Security of data, Operating systems and so on.

2020-2021

WEBMASTER WITH HTML AND CSS, DISTANCE COLLEGE

This was a one-year study in web development with HTML, CSS, and JavaScript where I achieved a distinction for my work.

2016-2018

LEVEL 3 IN PYTHON DEVELOPEMENT, DISTANCE COLLEGE

Awarded by Open awards in recognition of an advanced one-year study in the programming language of python where I achieved a distinction for my work.

SKILLS

- HTML
- CSS
- JS
- Front End Frameworks
- Git
- Figma
- WordPress
- Computing And IT
- Responsive Design
- SQL
- PHP
- Data Protection and Data security