# Education

Highest qualification

BA HONS – Graphic Design

Other qualifications

B-Tech Nat Dip – Art & Design

A-Level - Art & Design

A-Level - Design Technology

8 GCSE Passes C+

Other training

JavaScript – NTI Leeds

HTML5 / CSS3 – NTI Leeds

Animation, Sound, Interactivity and Publishing

Core skills

Graphic Design, Adobe suite

Frontend development

Project and Knowledge Management

User engagement

# Capability summary

I work effectively with stakeholders, change management, service teams and subject matter experts to capture knowledge to support new and existing products and services that align to their strategy.

I am able to develop techniques and procedures for organising, locating, and enabling access to relevant knowledge and expertise. I have a background in leading content and information architecture strategy across an organisation creating governance and standards across the various teams, workflows and integrated applications.

I have a strong background in project management, prototyping and have run user engagement sessions to enhance user experience and user interactivity for business intranets. I have used a range knowledge capture and feedback methods to collate, analyse and react to business and user requirements.

I have authored global content and business visuals such as infographics, process models, animations and presentations to enhance business material to ensure visual engagement and a rich user experience. I strive to add value by actively promoting and authoring best practice while seeking additional opportunities in order to enhance my value.

I have a strong technical understanding and am able to build bespoke frameworks, sites, modules and API’s to the most current standards using JavaScript, responsive HTML5 and CSS3. I write to support both current and legacy environments along with a commitment to accessibility and brand.

# Current role summary

## Turner & Townsend

Knowledge Management Intranet Consultant

#### August 2007 – Current

Working with global teams to capture, collate and evaluate knowledge and best practice. Consulting with the teams to be better at sharing and promoting what makes them successful.

Utilising self-created site templates and processes to build intranet pages to share team knowledge which is both engaging and accessible. Utilising marketing campaigns and multimedia to enhance an initiative or particular piece of content. Tracking success through analytics and feeding lessons learned into team practice.

Running sprint user feedback sessions and storyboarding to support design and development changes in order to maximise website and communication impact and goals.

Maintaining, upgrading and building the business intranet on a Lotus Notes platform to ensure it is accessible to staff through all environments and technology. Supporting staff with additional accessibility requirements to engage with intranet content through WAI-ARIA and modern HTML5 coding standards. Staying aware of accessibility, usability and modern delivery techniques to enhance all aspects of Knowledge management.

Providing staff access to and encouraging the use of communities of practice and to enable them to contribute their expertise.

Retaining a senior role within the team to deliver highly technical enhancements or solutions. Fully re-coding the business intranet to meet brand and accessibility standards and in support of mobile access. Developing additional Content Management System enhancements to leverage value for the platform and bridge other systems.

# Other business experience

## GE- General Electric

Graphic Designer / Intranet Leader

#### March 2004 – August 2007

## Authoring e-learning modules within Flash to meet SCORM and WAI-ARIA standards.

## Designing and building intranet web sites.

## Work alongside departmental project launches producing posters, desk drop marketing, presentations and displays.

## Establish forms and procedure for intranet design requests and project turnaround.

## Run archiving and monitoring reports on the Intranet to maintain clean clear navigation and server stability.

## Providing support for business intranet users.

## Maintaining Intranet Leader position for best practice sharing throughout Europe, Intranet development and upgrades

## ComputaCenter

IT Support Engineer

#### August 2003 – March 2004

## Various contract positions delivering IT support, maintenance or installation of business software and hardware.

## EDS

#### **IT Deployment team leader / Project manager**

#### November 2002 – June 2003

IT hardware and software deployment for General Motors across multiple sites. Team leadership and project management responsibilities to ensure delivery was achieved ahead of time and under budget.