

BILL REID

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A reliable and hard-working individual aspiring to work for a highly regarded organisation in a technical and creative role. Both a proactive and practical team member with strong computing skills that is able to communicate effectively in a friendly manner. Finds taking on challenges and learning new skills the most rewarding elements of work.



TECHNICAL SKILLS

- Fluent in web technologies including HTML5, CSS3 and JavaScript
- Professional experience using the .NET framework (C#, VB.NET and ADO.NET)
- Able to build complex SQL queries
- Familiar with other programming languages, including Python and PHP
- Working knowledge of third-party JavaScript libraries, including jQuery, chartistJS and pixiJS
- Aptitude with design software, including Adobe Photoshop, Illustrator and InDesign and open-source equivalents (GIMP and InkScape)
- Proficient in use of Microsoft Office programs



EDUCATION

Leeds Metropolitan University (2006 - 2009)

BA (Hons) Media & Popular Culture

An academic and part vocational degree focussing on the cultural impact of media. Examining many areas, including emerging social media and the internet, music and film.

Ullswater Community College, Penrith (1998 - 2005)

A-Levels: English (A), Sociology (B), French (C)

AS-Level: Business Studies (C)

10 GCSEs including : English (A), Maths (B), Double Science (B)

Technical Support Officer (March 2013 - Present)**Lancaster City Council**

- Responsibility for the continual development and maintenance of the council's web based performance management system. This requires developing the front-end using JavaScript and CSS3 and also the back-end using complex SQL queries
- Provide technical support to the council's performance/organisational development team
- Deliver training and support to users of the council's performance system
- Develop project management tools and implementing them into the online performance portal
- Manage consistency and quality of incoming data and create various reports to highlight the council's performance
- Use web development knowledge to provide solutions (for example, Lancaster City Council's web recruitment page or HTML5 web app to display equality and diversity information)

Information Officer (January 2012 - March 2013)**Lancaster City Council**

- Providing graphical support for corporate training documents
- Developing the layout and style of the council's corporate plan
- Creating robust PDF document templates using JavaScript that were used as part of the council's official project management programme
- Liaising with senior management and chief officers to create organisation-wide performance reports that were made available to the public
- Developed a Time Management System application for the team so that support work could be charged

Logistics Co-ordinator (June 2010 - December 2011)**Selectatest Ltd, Leeds**

- Liaising with and managing the work schedules of over 40 full and part time staff nationwide and troubleshooting with them when there were issues
- Developed the internal systems of the business as it grew so that administrative tasks could be completed efficiently, including creating a bespoke desktop application that provided analytical oversight of all operations
- Dealing with potential and existing customers in order to obtain/renew business or handle complaints
- Carry out portable appliance (PAT) testing at various locations throughout Yorkshire during busy periods as required

Administrator (May 2009 - June 2010)**Selectatest Ltd, Leeds**

- Providing admin support and data quality monitoring and analysis
- Dealing with customer queries

REFERENCES CAN BE PROVIDED ON REQUEST