Alec Doran-Twyford
PROFESSIONAL SUMMARY

A well-rounded organised individual with Impeccable work ethics and friendly can-do attitude with years of experience in technical client facing roles. Looking to grow his skill set to become a Product Manager either by taking on the role of Junior Product Manager or Junior Software Engineer.
Passionate about building the next big thing with an imaginative and organised mind. Constantly thinking of new ways to improve technology.

KEY SKILLS & EXPREINCE

▪ First in BSc (Hon) Computer Science & Completed a Product Management Course with General Assembly.
▪ Over +7Yr of Technical Troubleshooting & Customer service.
▪ Knowledge of a Variety of programming languages (Java, Visual Basic, JavaScript, Python, MySQL) able to learn the core function of a new Language/System/Platform in only a few hours.
▪ Knowledge of basic Mobile development for Android. Currently doing an online course to gain advance knowledge (Checkout my GitHub).

PROFESSIONAL EXPERIENCE

Sky Plc.   **VB Analyst**   **Feb 16-Aug 16**
A pan-European satellite broadcasting, on-demand internet streaming media, broadband and telephone services company

- Gathering user specifications and requirements
- Working with multiple stakeholders on refining processes and procedures
- Detailed documentation and Implementation processes
- Designing and Creating powerful and scalable VB based solutions to fulfil user requirements now and in the future
- Designing and Creating coherent data structures and methods to port user information from front to back end
- Fluently combining house-style programming practices and introducing better practices adopted by the team

GLEAT   **Product & Mobile Developer**   **Nov 15-Jan 16**
An early stage mobile first food tech Start-up. Working to provide a unique peer to peer home dining experience on demand. Using a data-driven approach to connecting guests to hosts in an efficiently.

- Picked up code base within days and developed 1st features after two days.
- learnt how to code in JavaScript and Meteor within days of being exposed to the language framework.
- Leveraged lean start-up principle to create meaningful learning as the product developed.
- Identified and implemented UI & UX improvements.
- Documented concept for future features.
- Managed the administration of social media accounts.

IVSTel   **Technical Product Manager**   **SEP 13-DEC 14**
A Sydney-based Telecommunication Solution and Support company that develop, maintain and support technologies for Telco, ISP, and Enterprise such as SBC (Session Border Controllers), SoftSwitches, and other SS7 & SIP base technologies.

- Provide technical sale expertise for companies bespoke products (Adaptiv)
- Liaised with clients to establish business requirements.
- Improve products by defining and developing new features for our company bespoke software.
- Communicated to stakeholders, engineers and operations departments to streamline processes.
- Reduce setup up time and removed 98% human error by replicating and upgrading software/OS stack for Adaptiv

VOLUNTEER WORK

Good for Nothing   **Technical Consultant**   **MAR 14 - Dec 14**
A Global Hackathon & community of thinkers, do-ers, makers and tinkerers applying their skills and energy to accelerate the work of cause-led innovators and change makers.

- Working on Hackathon-style social enterprises projects ranging from 24hr to 48 hr.
- Providing technical consulting.
- Establishing social media branding.
- Designing Logo / Business Card / Websites.
- Organising data used in communicating with clientele.
- Planning the future goals and aim with stakeholders.

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EDUCATION

General Assembly   **2014**
-Product Management

University of Hertfordshire   **2012**
- BSc (Hons) Computer Science [First]
- Cisco CCNA 1-4
-Oracle Database 11g: SQL Fundamentals

EXPERIENCE

- (+8yr) Troubleshooting
- (+7yr) Customer Support
- (+3yr) Team Management
- (+3yr) Operations
- (+3yr) Sales
- (+1yr) Product Management
- (+1Yr) Project Management
- (+1yr) Marketing
- (+1yr)UX

Reference

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