

## **James Anthony Vevers**

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### **Personal Statement**

A hard working, resourceful and adaptive individual driven to excel and succeed in every aspect of life. Also possessing a highly organised and motivated ethos combined with an optimistic attitude equally at home undertaking solitary projects or working within a team. A keen eye for detail and a strong discipline ensure all work is carried out quickly and efficiently.

### **Key Skills**

- Excellent customer client facing skills
- Engaging communication skills
- Extensive I.T. support skills in first and second line
- Installing Netware, SQL Servers and PC packages
- Analysis skills in fault finding and problem solving of hardware/software/network
- Diagnosis, upgrades and repair solutions
- Microsoft office packages, Belarc licencing software, Internet Surf Control, Net Meeting
- Windows - 10, 8, 7, 2000, 98, 95, NT, XP etc.
- Music Software - Music Producer/ Re-mixer/ Sound Editor
- Computer Maintenance and Repair
- Basic Digital Electronics and Computer Architecture
- ISDN and ADSL Data Communications, Quality Static Protection, Printers and stock handling
- DHCP, DNS, WINS switch configuration
- Lotus notes, McAfee, Norton Antivirus, Jet Direct, Arcserve and Veritas backups
- Clock systems, governing user profiles, system policies and permissions, the Dana intranet via Microsoft FrontPage and Dana remote access via Ipass/ Secure Remote.
- Health & Safety and Customer Care

### **Employment History**

#### **Carer (May 2014 – April 2019)**

In May 2014 my father suffered a stroke which resulted in him developing Vascular Dementia and Alzheimer's. I continued to run my I.T. Company and care for him until July 2016 when his needs became so increased that it was impossible to continue in both roles. At that point his care became my priority on a 24/7 full time basis and the decision was made to close my company using the proceeds to support myself financially. Sadly my father passed away in April 2019.

### Owner of NR Systems Solutions PLC (March 2014 – July 2016)

Established my own I.T. Company offering service and support to both the private and business sectors. Private sector work was comprised of pc/ notebook hardware repairs/ upgrades/ new builds, o/s and software installation, data backup, security upgrades, virus/ spyware removal and antivirus solutions, computer health checks, networking installation and troubleshooting and printer maintenance/ repair/ upgrades. I also managed to secure a lucrative business sector contract with a drinks beverage company at which point I brought a colleague on board who was responsible for onsite plant IT and infrastructure. His duties included electrical machine design, controls and software, integration and safety engineering, commissioning, design/ development and upgrading old obsolescence in the cheapest and quickest form.

### Music Producer/ Remixer/ Sound Editor Pacha Recordings (January 2009 – March 2014)

Signed by Pacha Recordings as a recording artist who subsequently released a number of my productions. Commissioned to produce a series of mix compilations and remix/ edit/ master material by other artists: <https://www.beatport.com/artist/james-vevers/107688>

### I.T. Site & Field Engineer, Selection Services PLC (September 1999 – January 2009)

2008 – 2009 - Site position at Hallmark Cards. Responsibilities mirrored those of WYMAS and Oldham Council with the addition of some Apple Mac experience working within the Tiger Print design department, and also working on the helpdesk when required to cover staff holidays. Duties included call logging, password resets, providing remote support and building new systems during quieter periods.

2003 – 2007 - Site position at Oldham Metropolitan Borough Council covering head office, town halls, schools, libraries, park resource centres etc. Responsibilities mirrored those at WYMAS with the addition of liaising and coordinating with the council I.T. Service Desk who were responsible for assigning workload.

2002 – 2003 - Site position at Dana Spicer Leeds. Responsible for 150 end users with duties spanning the entire IT spectrum including Network Administration, Server Maintenance and workstation hardware/ software support. Managed two Dana employees and assisted the Dana Europe head of networking with a full site closure and relocation including the transition of the entire network infrastructure as well as configuration and installation of all servers, workstations, routers, switches, printers, cabling, telephone system and third party software applications.

2001 – 2002 - Field Service Engineer. Responsible primarily for the Yorkshire region but trips further afield to neighbouring counties were not uncommon. The bulk of the work was predominantly hardware engineer orientated.

1999 – 2001 - Site position at WYMAS (West Yorkshire Metropolitan Ambulance Service) Along with two other Selection Services employees I was responsible for approximately 800 users. Sites covered included the Birkenshaw headquarters, NHS Direct Wakefield, all the hospitals, ambulance stations and Fleetcare garages in West Yorkshire, Sheffield Locum Bank and Yorkshire Air Ambulance. Responsibilities included computer, printer maintenance and repair, full system rebuilds and installations, hardware and software installations. I supported the extensive WYMAS network governed by Unix, NT servers including Microsoft Exchange, Netports, the Intranet and Internet structure. The most important aspect of the role was the support of the 999 emergency servers, which when down meant the call operators were reduced to logging calls with pen and paper.

### Clerical Supervisor, Bradford & Bingley Building Society (January 1998 – January 1999)

Worked within the TESSA section managing a small team whose primary role was the entering and updating of computer records. As well as ensuring any errors were quickly corrected I was able to cultivate a pride in the team's work and desire to excel in both output and reliability by maintaining focus.

### Motor Telesales Operator, Direct Line Insurance Leeds (February 1994 – January 1998)

Responsible for a number of general administration duties, which included the setup and maintenance of customer policies. I issued new business transaction quotations, policy amendments and renewals in a highly competitive environment. I provided a consistently high standard of customer service through 'one to one' dealings, efficiently resolving any queries or complaints.

### Service Line Field Agent Liaison Officer, Halifax/Provident Insurance (September 1991 – February 1994)

Worked alongside and liaised with company representatives managing current developments and planning future work schedules. Also visited insurance brokers providing face to face care and assistance for them when required. Advertised and sold new products including Legal Protection and Breakdown cover. Organised and hosted social events both for the company representatives and the organisation as a whole. All tasks were heavily reliant on maintaining an exceptional level of customer care and service.

## **Education**

- CERCO IT Training Course (January 1999 – September 1999)  
City & Guilds Certificate 7261/344, Micro Computer Systems Installation & Maintenance Level III.
- Bradford & Ilkley Community College (September 1989 – July 1991)  
B-Tec National Diploma in Business & Finance with Merit. Distinctions were achieved in the fields of IT, Business Law and Marketing.
- Woodhouse Grove School (September 1986 – July 1989)  
O Levels: Mathematics, English Language, Computer Studies, Religious Studies and Biology.

## **Hobbies & Interests**

- Keeping Fit
- Cycling
- Squash
- Chess
- Music production
- Countryside hiking
- Socialising with family and friends

## **References**

References are available upon request.