

Professional profile

I am looking for a challenging new role in IT where skills and knowledge gained throughout my experiences can be applied. I have 6 years experience in providing 1st line support to over 40 users. I would regularly work with users to find technical solutions to problems they faced such as building databases or scripts to automate processes that would normally cost them time.

I left full time employment to pursue independent game development. I successfully released 2 games on iOS and Android for mobile and tablet. To showcase these games I built my own website; at first with simple HTML and CSS but eventually gained the skills to rebuild it with Wordpress. This however has not been lucrative enough to support myself going forward; I do intend to continue developing mobile and tablet games in my spare time though.

While self employed, I built a database for a local charity called Shop Mobility in Coalville which allows them to track members and log scooter and wheel chair hires.

I have a full drivers license.

IT/Technical Skills

- Active Directory
- Microsoft Exchange
- Windows Server Support
- Windows Desktop Support
- Programming in C#, C++, Visual Basic, VBA
- Databases in MS Access, MySQL
- Web Development HTML 5, CSS3, PHP, Wordpress

Career summary

July 2012 – Present

Self Employed

Developed simple video games for iOS and Android mobile platforms.

- Developed games using the Unity3D engine.
- Game Logic programming in C#.
- Performance monitoring and optimisation on several mobile devices.
- UI Design and Development.
- Art and Music creation.

April 2006 – July 2012

IT Support Technician – Jigsaw Solutions Ltd

Provided technical support for a network of over 40 users, maintained the server infrastructure and developed database solutions.

- Monitored and maintained Microsoft Exchange Server and Active Directory.
- Provided basic training on how to use Microsoft Office software.
- Worked with users to streamline their work flow with scripts or database solutions to save several hours per week.
- Developed a Customer Services database that could track end customer issues.
- Developed a database that would analyse delivery volumes and suggest hauliers to subcontract to based on location.
- Set up Terminal Services for offsite workers to be able to access in house systems seamlessly.

Career summary continued

2004 – April 2006

Office Admin – Jigsaw Solutions Ltd

Entered proof of delivery documents into a database system and liaised with partner companies to ensure accurate and timely reporting.

2000 – 2004

Samples Assistant – Ibstock Brick Ltd

Sent out samples of bricks manufactured at all Ibstock factories to customers around the country.

Education

HND in Software Engineering

Stephenson College

2002 – 2004

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| <ul style="list-style-type: none">• Computing Solutions – Distinction• Software Engineering Implementation Project – Merit• Data Analysis & Database Design – Distinction• Introduction to Programming – Distinction | <ul style="list-style-type: none">• Multimedia & Internet Development – Distinction• Software Engineering Techniques – Merit• Object Orientated Programming – Distinction• Website Management – Merit |
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**Vocational Certificate of
Education in Information and
Communication Technology**

Stephenson College

2000 – 2002

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| <ul style="list-style-type: none">• Communications and Networks• Spreadsheet Design• Systems Installation and Configuration | <ul style="list-style-type: none">• Managing and Developing Web Sites• Programming• Graphics |
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GCSEs

Ashby Grammar School

1998 – 2000

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| <ul style="list-style-type: none">• Math – C | <ul style="list-style-type: none">• English – C |
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References are available on request
