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|  | Alasdair Hazen  Graduate web developer | | |  |
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| Contact *3304 Northside Drive,*  *Southbend IN, 46615*  *M: +1 (574) 309-0907*  *E:* [*Alasdair.Hazen@gmail.com*](mailto:Alasdair.Hazen@gmail.com) | | PERSONAL SUMMARY A competent and committed Web Design and Development graduate looking for a rewarding career in the Information Technology sector. Highly focused with a comprehensive knowledge of designing and developing the layout, visual appearance and usability of a website. Possessing a proven trac record of successfully completing projects from the concept through to design, testing and handover.  Eager to learn, easy going by nature and able to get along with both work colleagues and senior managers. Currently looking for a suitable web developer position with a progressive employer. | | |
| Languages *SQL*  *Python*  *C/C#*  *Javascript*  *HTML and CSS*  *Perl*  *TypeScript*  *Angular* | | ACADEMIC QUALIFICATIONS Full Stack Web Development (CE Diploma)  **Johns Hopkins University August 2019 - Present**  Computer Science BSc (Hons)  **University of Hertfordshire August 1986 - 1990**  A levels Maths (A) English (B) Technology (A) Science (C)  **Kankakee College August 1983 - 1986** | | |
| JavaScript Libraries *jQuery*  *React*  *NodeJS*  *AngularJS*  *Bootstrap*  *Vue* Databases *mySQL*  *SQL Server*  *Access*  *Oracle 8i* Platforms *Windows*  *Linux*  *UNIX*  *AIX* | | WORK EXPERIENCE **Insignia of Towne Lake – Woodstock, GA USA**  IT & MAINTENANCE ENGINEER (TEMPORARY)  Nov 2018 – Dec 2021  Currently gaining experience and building up valuable skills by working on a portfolio of exciting web projects, while supplying basic maintenance.  Duties:   * Technical Support (L1-L2) * Installing new and replacement hardware for end-user. * Installing new software and verifying that systems are functioning correctly. * Installing updates/patches and verifying that systems are functioning correctly. * Creating and Maintaining documentation and Provide training to end users. * Working with end users to diagnose and resolve problems. * Determining steps to be taken in order to correct problems. * Provide customer service with patience and respect to achieve total customer satisfaction. * Maintaining records of all calls and solutions performed.  **IBM Global - Marham, ON Canada**  DEVELOPMENT ENGINEER (CONSULTANT via Artech)  Jul 2011 – Nov 2017  Subject Matter Expert for Tivoli Monitoring, installing and configuring agents, setting up user interface, writing custom scripts, automating first line support, and developing an internal website to allow end users ease of use.  Duties:   * Created agents for various software and hardware monitoring * 24x7 Technical Support (L1-L2) * Created Internal Web based application for monitoring * Installing software and verifying that systems are functioning correctly. * Installing updates/patches and verifying that systems are functioning correctly. * Creating and Maintaining documentation and Provide training to end users. * Working with end users to diagnose and resolve problems. * Determining steps to be taken in order to correct problems. * Provide customer service with patience and respect to achieve total customer satisfaction. * Maintaining records of all calls and solutions performed. | | |
| Personal Skills *Customer Facing*  *Time Management*  *Good team player*  *Problem solving*  *Analytical* | | KEY SKILLS AND COMPETENCIES Able to work in a fast-paced environment & complete projects to schedule. Proven ability to design, code and build perfect web sites and applications. Experience of creating ads, logos, brochures, and other design collateral. Some project management skills and ability to manage own projects. Can multi-task effectively, pay attention to detail and meet tight deadlines. Able to work with diverse clients, either commercial or public sectors. Can communicate effectively with clients to understand their requirements. Ability to meet clients face to face and build long term relationships. Can explain technical issues clearly too non-technical colleagues & clients. | | |
|  | | References [Available upon request.] | | |