

## Summary:

- Able to understand complex systems quickly.
- Passionate about capacity of IT to improve productivity within organisations.
- Sensible, strategic approach to design of any change, procedure or system.
- Appreciates value of good personal relationships with users, customers and colleagues.
- Skilled at managing time, priorities and working to a deadline.
- Understands the importance of good timekeeping and presentation.

## Career

### Experience:

Deployment Engineer **Medquist Inc**, *Merebrook Business Park, Hanley Castle, Malvern, WR16*  
(2008-Present).

#### Responsibilities:

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#### Achievements:

- Learnt to use coffee machine.

#### Skills:

- Rational ClearCase, ClearQuest
- IIS - Clustering, Windows Server 2003,
- Oracle, TOAD,
- C++, C#, ASP.net, Classic ASP, Java, Python, VBScript.

Desktop Specialist **Sytner Group**, *2 Penman Way, Leicester, LE19 1ST*.  
(2006-08).

#### Responsibilities:

- Project managing desktop installs at over 50 sites including 7 newly acquired.
- Deploying Windows XP client operating on Least User Access principle with Ghost Solution Suite (Ghost-cast).
- Managing small team of third party installation engineers. Responsibility for booking, training, instructing, supporting and assessing engineers.
- Defining departmental procedure for installation of applications on Windows XP client.

#### Achievements:

- From own initiative, developed departmental "Wiki" website codifying over 100 application installation procedures following principles of clear, simple documentation and strict version control.
- Managed successful desktop installation at largest Ferrari dealership in UK, walking through the door on the first day after group had acquired business.
- Learnt variety of scripting languages and created library of scripts to deploy desktop and web applications on client PCs.
- Built library of images customised to specific franchise information systems (i.e. Mercedes, BMW, Ferrari, etc.)

#### Skills:

- Comfortable travelling to sites and working with customers.
- Windows XP, Windows Server 2003 config, Windows Apps (from Java webstart apps to 16-bit apps).
- TCP/IP, WAN routing, NAT'ing and NAT routers, MPLS and VPN technologies.

- Phone systems, IOLANs, CCTV, Video Conferencing, MPLS.

Helpdesk Operative (2005-06). **Sytner Group**, 2 Penman Way, Leicester, LE19 1ST.

- Graduate entry as helpdesk operative on completion of degree in 2005.
- Large SOx compliant car dealership group: 4000+ PC network based on Microsoft and Cisco standards.
- Problem-solving, customer service and managing issue resolution with third parties.
- Rapidly promoted to role as Desktop Specialist.

## Education:

School: **South Bromsgrove High School**, Charford Road, Worcestershire, B60 8ST.

- Ten top grade GCSEs including grade A Maths, English and Science (1997). Grade A in English, Geography, General Studies and Economics A Level (1999). Gold Duke of Edinburgh Award (1999).

University: **University of Sheffield**, Arundel Street, S3 3FH.

- *BA Hons Economics II.i* (2005). Followed from a desire to obtain an understanding of the business world from university education, in order to complement technical skills obtained during career.
- Prior to degree completed a first year in Software Engineering at Sheffield (class II.i grade for year). Passed taught modules in introductory Java, database systems, data structures and algorithms, object oriented programming.
- Final year studied abroad at Copenhagen Business School, Denmark. Achieved top 3% of grades for eBay web "spider" programmed in Python programming language, which monitored eBay bids to test economic predictions about auctions.

## Work

### Experience:

Web site project (2000): **Institute for Cancer Studies**, Birmingham University, B17 0JJ.

- Project undertaken in summer 2000 to build corporate website showcasing work undertaken at centre.
- Interacted with academics to obtain and generate copy and images for site.
- Designed site presentation in HTML creating custom backend with Visual Basic and MS Access database.
- Site lasted until content was pulled into general university portal in 2003.

PC Manufacturer (2003-04). **Carrera SSC**, 23 Sherwood Road, Bromsgrove, B61 8HQ.

- Year spent in industry between years two and three, partly to fund final year of studies in Denmark.
- Moderate size PC manufacture and sales operation.
- Range of projects and tasks: acted as website maintainer, technical support agent, fielded customer service enquiries and acted as telephone salesperson.

## Personal:

- Interests: Friends, music, the Internet, motor cars, photography, mountain biking, historical sites, ancient literature and the financial markets.
- Full UK drivers licence.