

# Curriculum Vitae

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## Qualifications

2001. BSc Computing Hons. De Montfort University, Leicester. Class: 2.2. Typical work for this course included, amongst others, modules focused on programming (C++), database design, object orientated design, and multimedia.
1999. BTEC HND Computing. De Montfort University, Leicester. This course included, amongst others, modules focused on programming (C++, and Java), databases, object orientated design, networks, and operating systems.
1997. BTEC National Diploma in IT applications. North Warwickshire and Hinckley College. Included subjects such as programming (C, and Pascal), micro electric systems, and business and office skills. This course first introduced me to programming with Pascal, and in the second year C
1995. GNVQ Intermediate in Business Studies. North Warwickshire and Hinckley College. Merit.
1995. GCSE. Bosworth College, Desford. Five grade C's, and 3 grade D's
1994. Concepts of Information Technology Stage 1. Distinction.
1994. Computer Literacy and Information Technology Stage 1. Distinction.

## Skills

- **Support**

In my position at Glatt Protech I have guided users through procedures and explained new software features, either in person or over the phone to mobile users. I have found this both challenging and rewarding and has often been the most enjoyable part of my job.

- **Programming**

I have experience with C++, C, Pascal, Visual Basic and PERL. For C++ I use MS Visual Studio, and MFC. Current projects can be found at [www.zebs.org.uk/software](http://www.zebs.org.uk/software)

- **Windows**

I have used and supported many different versions of MS Windows, including 3.11, '95, '98, NT4 and 2000.

- **Software applications**

MS Office versions 95, 97 and 2000 (including MS Access). MS FrontPage, Macromedia Dreamweaver, Visual C, and Sage Line 100.

- **Networking**

While at Glatt Protech I oversaw the running of a 18+ user network. I have experience of MS Exchange Server (5.5 and 2003), user and group management with Active Directory and NT4.

- **ISO 9000: 2001**

At Glatt Protech I have been responsible for the successful introduction of ISO 9000:2001.

- **Internet**

Currently I have four websites (visit: [www.zebs.org.uk/cv](http://www.zebs.org.uk/cv)) designed and built by me. I taught myself HTML, CSS, and have some experience with DOM and JavaScript.

## Work Experience

November 2001 – Present      Glatt Protech      IT Support

I am responsible for the day-to-day running and support of the WindowsNT/2000 network, MS Exchange is used for email messaging. I have been offering help for users on an as needed basis, developing databases to improve office procedures.

I have been responsible for upgrading Glatt Protechs Ireland server, bringing increased capacity and fault tolerance.

Tasks that I have responsibility for include:

- Server maintenance.
- Network administration and support. Ensuring that the network is operating properly and efficiently, reviewing, and implementing user and group level security.
- User support
- Backup Operations, including daily backup operation, recovery of emails and files.
- Communications technology, this has included tasks from arranging replacement mobile phones, researching and selecting a new office telephone system to ensuring users can remotely access the network.
- Systems development and design. I have been involved with updating existing office systems, to being involved with designing new systems and preparing the computer system to be used for the implementation of the systems.
- ISO 9000:2001. Part of my responsibilities has been to drive the implementation of the ISO standard and ensure that the system is adhered to through internal auditing.

October – November 2001      Siemens IT Services      Repair Engineer

My role here involved the assessment and repair of a variety of EPOS and computer equipment. Working to a fixed deadline, I found the job made good use of my knowledge of a variety of computer hardware.

September 1999 – March 2000      Jubb Ltd      IT Developer

Jubb Ltd manufactures and wholesales plastic bottles. While I was there, I redeveloped three existing database systems. This involved Visual Basic coding, analysing an existing system and making improvements to the original system. This was a work placement as part of my course at De Montfort University.

## References

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