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# Profile

I am a passionate programmer with experience of programming in Python, JavaScript and Java as well as web design using HTML5 and CSS3 in conjunction with frameworks such as Bootstrap and ProcessWire. I enjoy working on a number of personal projects including programming to further my programming knowledge as well as building my own computers.

# Professional Experience

**July 2017 – Current: Website Administrator (Moore’s Cycles, Teddington)**

My role with Moore’s Cycles involved keeping the company’s ecommerce website up to date, adding and removing products as required. In the process of my day-to-day responsibilities I have developed a number of scripts to automate tasks for example price checking and feeding stock levels into the website and have become the primary contact for all first level support queries.

**July 2015 – February 2018: Customer Assistant (Tesco Extra, Sunbury)   
February 2015 – July 2015: Customer Assistant (Tesco Extra, Ipswich)**

During my time at Tesco, I progressed from replenishment to price integrity, retraining and learning new skills to ensure I was able to keep moving within my role. My responsibilities under price integrity included ensuring all pricing changes are displayed accurately to ensure that the store is trading legally. In addition to this I was responsible for displaying corporate point of sale in line with the weekly POS brochure.

This role has required a high level of attention to detail; I am responsible for ensuring paperwork is completed correctly, and must use my own initiative to correct any errors. Working on the shop floor required me to adopt a flexible approach to also assist customers in a professional and courteous manner.

**November 2008 – July 2010: IT Engineer/Director (MLCS UK Ltd, Brandon)**

This role comprised visiting customers, building and repairing computers, networking, and carrying out administrative duties including accounting, banking, website management and advertising. This role also gave me further experience in communicating with customers and greatly increased my ability to accurately understand and fulfil their needs. I was also required to be flexible and organised in my professional approach due to the diverse tasks I was responsible for.

**August 2007 – May 2009: IT Manager (Vision Group Ltd, Brandon)**

Following my successful upgrade of the servers and network infrastructure, I was promoted to IT manager. This role carried increased responsibility over both the IT infrastructure and the team responsible for its maintenance.

My managerial responsibilities included management of the file servers, active directory and Exchange email systems, as well as the internal and external phone systems. Alongside this, I was also in charge of the procurement of all new IT equipment and company phones, including managing relationships with suppliers. This required an expert knowledge of the company’s requirements; in order to achieve the best outcomes, I ensured value by procuring the most appropriate equipment at the most reasonable available cost.

I was the primary support channel within the company, requiring me to be able to work with all levels of users, simplifying complex concepts for those less experienced and providing hands-on support when necessary.

# Education and Qualifications

**2019 – Current:** BSc Computer Science, Kingston University  
**2011:** Cisco IT Essentials (CompTIA A+ Syllabus)   
**2010:** ECDL Level 3 (Expert)   
**2005:** BTEC National Diploma in Electrical and Electronic Engineering (Distinction, Merit, Merit)   
**2003:** Six GCSE’s at grade C and above, including English and Maths

# Key Skills

* Confident and effective communication with both customers and colleagues
* Experienced in working to deadlines in high pressure situations
* Good working knowledge of both Microsoft desktop and server operating systems
* Experience of using a variety of Linux distributions including Debian, CentOS and OpenSuse
* Good knowledge of computer networking including IPv4 and IPv6 networks as well as management of standard internet services (DHCP, DNS, NTP, HTTP, SMTP, IMAP)
* Experience of various programming languages including Python, Java, JavaScript, HTML and CSS

# Skills and Interests

I am a flexible, professional worker who is always prepared to adapt and learn new skills, as well as undergo additional training for professional development.

Outside of computing I enjoy going to the cinema and photographing aviation and national events. I am also a keen motorcyclist and enjoy riding and touring with friends.