
Summary

During my ten year career, I have acquired and developed a broad range of Information Technology skills. Throughout my vocational experience, I have learnt skills to improve my work and myself. The main constants being Microsoft Visual Basic for Applications (VBA) and more recently Visual Basic Script (VBS) to simplify complex tasks for non technical users. Over the past four years I have been using Business Objects to an advanced level, both in reporting and administration. During this time I have been responsible for all areas of the Business Objects environment. Primarily, this has lead to the daily development using Microsoft SQL Server and Oracle both with Business Objects products and intranet tools. I regularly work to tight deadlines where multi-tasking and prioritising are key to the successful delivery of my work. My roles have involved working both independently and as part of a project team.

Interests

I enjoy a variety of outdoor pursuits such as playing squash, playing frisbee and cycling. I also regularly help out with IT projects for friends and acquaintances.

Professional Training

- Dates:** 18th of September 2007 to 21st of September 2007
Provider: Business Objects Education Services
Course: Business Objects Data Integrator Course
- Dates:** 17th of July 2006 to 21st of July 2006
Course: Fastrack2.net – Web Application Development and Data Access with Visual Basic .Net and C#
- Dates:** 10th of October 2005 to 12th of October 2005
Course: Microsoft Server 2000 Administration
- Dates:** 23rd of May 2005 to 27th of May 2005
Provider: Oracle University
Course: SQL for Oracle 10g
- Dates:** 26th of September 2003
Provider: Blueprint Management Systems
Course: Business Objects Advanced Report Design
- Dates:** 19th of August 2003
Provider: Business Objects Education Services
Course: Business Objects Supervisor Course
- Dates:** 28th of April 2003 to 2nd of May 2003
Provider: Business Objects Education Services
Course: Business Objects Universe Design
- Dates:** 23rd of April 2003 to 24th of April 2003
Provider: Business Objects Education Services
Course: Business Objects Report Design (Tailored Course)
- Dates:** 24th of March 2003
Provider: Business Objects Education Services
Course: Basic SQL Course using Oracle, SQL Server and MySQL
- Dates:** 21st of February 2002 to 22nd of February 2002
Provider: Informatics Group UK
Course: Excel 97 Using Macros
- Dates:** September 1996 to May 1997
Provider: Brighton & Hove Training Association
Course: Level 2 NVQ in Business Administration

IT Skills and Relevant Tools

- General computing knowledge
 - Repair and building computer experience
 - Installation and use of wide range of peripherals
 - Help desk experience
 - Windows versions used: 3.1, 95, NT, 98, ME, 2000 Pro, Server 2000, XP Home, XP Pro, Server 2003
 - VBS in Windows 2000 and higher
 - Linux DSL
 - Full Microsoft Office suite including VBA for most applications
 - Lotus Notes
 - SupportWorks
 - Wide range of Anti Viral and SpyWare tools both home and corporate use
 - Symantec Ghost
 - Future Systems Solutions Casper XP
 - Blue8
 - Portable Document Format (PDF) file generation both manual and automated using various tools
- Networking
 - General network administration and maintenance
 - Wired and wireless networking (TCP/IP)
 - Domain controllers
 - Application servers
 - File servers
 - Web servers
 - Active Directory
 - Clustering
 - Remote control software including DameWare and NetSupport
- Web skills
 - HTML design
 - ASP classic
 - ASP.net
 - CSS
 - Really Simple Syndication (RSS)
 - VBScript
 - JavaScript
 - Microsoft FrontPage
 - IIS 5 and 6
 - Creation for and use of wide range of browsers
- Database experience / tools
 - Relational Database design and Implementation
 - Structured Query Language (SQL) database creation and queries
 - Data cleansing and transforms
 - Extensible Markup Language (XML)
 - Oracle 8, 9i, 10g
 - Microsoft SQL Server 2000
 - MySQL
 - Microsoft Access 97, 98, 2000, 2003
 - TOAD for Oracle
 - Oracle SQL Developer
 - Oracle Reports 6
 - Business Objects 5, 6 and XI release 2 reporter / deski, designer, supervisor / cmc and data integrator
 - Open Database Connectivity (ODBC)

Other Skills

- Excellent teamwork skills gained from corporate projects.
- Ability to learn and develop new skills quickly.
- Exceptional communication skills, business and social.
- Full UK Drivers License.
- Ability to be flexible with travel and working hours.

Career History

- Dates:** May 2007 to current
Employer: Toyota Motor Company
Position: Environment, universe and report development and support
Description:
- Development of Business Objects Universes and Reports.
 - Maintenance of above.
 - User support and training
- Tools:**
- Business Objects XI release 2, server products, deski and designer.
 - Business Objects 6.5.1, reporter and designer.
 - Business Objects 5.1.8, reporter and designer.
 - Microsoft Enterprise Manager.
 - TOAD.
 - Microsoft Access.
- Dates:** November 2006 to May 2007
Employer: Ford Motor Company as Consultant from LogicaCMG
Position: Corporate Universe and Report Writer
Description:
- Development of Business Objects Universes and Reports to replicate existing products using new technology.
- Tools:**
- Business Objects XI release 2, server products, reporter and designer.
 - Business Objects 5.1.8, reporter and designer.
 - Oracle SQL Developer.
 - TOAD.
 - Oracle 8, 9i, 10g.
- Dates:** April 2005 to November 2006
Employer: Sussex Police
Position: Information Services Support Officer – Secondment
Description:
- Development, maintenance and support of Business Objects Universes and Reports.
 - Day to day maintenance and support of Business Objects infrastructure.
 - Planning, testing and implementing upgrade of Business Objects infrastructure.
 - Writing VBS files for use by Geographical Support officers to install and repair common problems with Business Objects products including Full Client version and WebIntelligence.
 - Design and implementation of user support and system administration portal for Business Objects using Hypertext Markup Language (HTML), Active Server Pages (ASP) and JavaScript.
- Tools:**
- Business Objects 6.5.2 server products, reporter, designer and supervisor.
 - Microsoft Windows Server 2000 and 2003 with IIS.
 - Full Microsoft Office suite with good VBA.
 - ASP, HTML and JavaScript.
 - Microsoft SQL Server 2000.
 - Oracle 8, 9i, 10g with TOAD.
 - Support tools SupportWorks, DameWare and NetSupport.

Dates: December 2005 to present
Employer: The Dharma School
Position: Information Technology Support
Description:

- Design and installation of internal network including domain controller, clients and wired networks connected by a wireless bridge.
- Setup of Internet Information Services (IIS) and Microsoft SQL Server to allow for future development of active intranet.
- Maintenance and support of all Information Technology (IT) products and peripherals.
- Training staff in subjects from basic computer use to web design and network administration.

Tools:

- Microsoft Windows Server 2000 domain controller with IIS.
- Microsoft SQL Server 2000.
- Casper XP.

Dates: August 2000 to April 2005
Employer: Sussex Police
Position: Management Information Analyst – Permanent
Description:

- Development and maintenance of Business Objects Universes.
- Creation and maintenance of standard business wide reports using Business Objects Reporter.
- Scheduling of reports using VBA to perform complex tasks, which the standard scheduling equipment (Business Objects Broadcast Agent) is not capable of.
- Maintenance of the access controls using Business Objects Supervisor module.
- Maintenance of the departmental file server, including house keeping, access control and basic user profile updates. I have automated many of the routine tasks using VBS for Microsoft Windows Server Edition 2003.
- Helpdesk support for users of all Business Objects products available within the business.
- Develop and maintain the Performance Information intranet site using HTML, ASP and JavaScript.

Tools:

- Business Objects 6.1a reporter, designer and supervisor.
- Microsoft Windows Server 2000 and 2003 with IIS.
- Full Microsoft Office suite with good VBA.
- ASP, HTML and JavaScript.
- Microsoft SQL Server 2000.
- Oracle 8, 9i, 10g with TOAD.

Dates: June 1998 to September 2000
Employer: Brighton Tibet Link
Position: Membership Administrator – Volunteer
Description:

- Design, update and administer membership database in Microsoft Access using VBA and mail merge tools.
- Prepare and mail information packs.
- Mail payment reminders.

Dates: April 2000 to August 2000
Employer: East Sussex County Council
Position: Administration Assistant – Temporary contract
Description:

- Stationary stock control.
- Correspondence processing.
- Create Microsoft Word templates and wizards using VBA.
- Database management.
- Man phone lines for internal and external customers.

Dates: May 1997 to April 2000
Employer: American Express
Position: Management Information Analyst – Temporary contract
Description:

- Capturing incoming data (i.e. through surveys).
- Reviewing and logging test surveys.
- Design and developed VBA routines to aid with complicated or routine tasks.
- Designed and developed Microsoft Access databases.
- Developed the department Intranet site using Microsoft FrontPage 98 and 2000.

Dates: September 1996 to May 1997
Employer: American Express
Position: Credit and Collections Officer
Description:

- Processing of incoming/outgoing mail, updating Card Members accounts with incoming mail on the American Express Mainframe platform/system.
- Using VBA to control and automate tasks through Microsoft products.
- General support for the team.
- Creating/maintaining small mailing list database in Microsoft Excel and Microsoft Access.

References

A list of references is available on request.