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## PROFILE

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Friendly and articulate with good interpersonal and communication skills. Client focused, committed to best practice with extensive professional IT and practical experience. Chiefly interested in IT contract or temporary work, computer support and/or technical opportunities.

## ACHIEVEMENT and PROFICIENCY

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Managing my own computer business, my main focus is PC repair, home, small enterprise support, broadband networking and Internet solutions. My experiences include business administration; coaching; consultancies; data correction; design including entry-level web creation; marketing for small, medium enterprise; sourcing and purchasing components and materials; voice, cabling and wiring techniques.

### • Information and systems

- An accomplished OEM system builder skilled in configuring and installing Intel and AMD 32/64 bit systems, maintaining and upgrading personal computers.
- Fault-finding and repair including probe-testing and BT IT/Telecoms.
- Portable Appliance Testing (PAT).
- Proficient in using Local Area Networks; limited technical networking/admin experience.
- Using and supporting Internet and email.

### • System and application software

- Essential MsDOS and Recovery.
- File Transfer (FTP).
- Intermediate to advanced Microsoft Office (2000-2010).
- Internet.
- Practised in Windows XP, Vista, '07, third-party and graphic applications including Adobe PhotoShop.
- Text Editing and Web Design (CSS, HTML, PHP (framework), XHTML).

## WORK HISTORY

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**April 2002 - Present.** Self employed, managing my own company providing computer support, sales and services. From **September, 2007 to March, 2008:** Engaged on a six-month full-time contract with British Telecom. (BT), employed as a BT Global Services/BT Operate Field Service Engineer installing Customer Premises Equipment (CPE), BT Vision, Home IT and Broadband Services to home and office.

2002 - September, 2007. A self employed PC Support Engineer, the business offering personal computer, broadband installations, maintenance and repair to the Peterborough area. Starting my venture in 2002, I trained with Peterborough Enterprise going on to study with the Student Support Centre as a Freelance Educational Consultant before pursuing a part-time post as a Distributed Electronic Learning Tutor for the Peterborough Regional College (PRC) in the Autumn; later also

engaged as an agency IT Lecturer (Computer Science) with Stamford College from 4 November through 19 December 2002. The business continues to provide quality services, promoting core values and good working practices in the community, includes data extraction, maintenance, repairs and telecoms; Internet, email, web design and schooling. Looking for sustained growth following a road traffic accident in September 2005, I worked

briefly as a part-time transient photographic editor for Ede and Ravenscroft from 20 November through 11 December 2006. Formerly looking to supplement the business, I was engaged as a Bought Ledger Officer, earlier employed as a Customer Service Administrator for Mowlem Technical Services in Surrey, my duties including logging calls (Citrix, Nfuse), evaluating, prioritising, escalating and progressing, as well as coordinating between customer and client services.

**1973 - 2002.** Prior to starting out in business I worked as a temporary Content Analyst for Trade Service Information (Powerdata) Limited, Stamford for one year from April 2000. Subsequently test-trading I then worked on brief contracts, batch processing (Parcel Force); IT administration and data processing (NWAHCT); commercial scanning (Pickford's Records (Randstad)); and first line IT helpdesk analysis (Telephone Service Management Applications (Belfour Beatty (Kelly Services))). Before 2000, I tried my hand at a selection of jobs having completed twelve years in the army (REME), from August 1973 through June 1986, including full-time employment with Elliott-Medway and the Ministry of Defence.

### **TRAINING and DEVELOPMENT 1995 - 2011**

BCS	European Computer Driving Licence (ECDL (2003 (Trainer))). ■ Professional Member of the British Computer Society (2007).
City & Guilds	Certificate in Information Processing (2000). ■ Certificate Module in Information Technology (1999). ■ Certificate of Competence for the Inspection and Testing of Electrical Equipment Level 3 (2004). ■ Computers and Computing 1, 7261 (2000). ■ Database Methods 2, 7261 (2000). ■ Desktop Publishing (DTP) 2, 7261 (2000). ■ Further and Adult Education Teacher's Certificate (1997). ■ Microcomputer Installation and Maintenance 2, 7261 (1999). ■ Software Creation 'C' NVQ level 2 (1999). ■ Use and Support of Information Technology NVQ level 3 (1997). ■ Using Information Technology NVQ level 2 (1996).
GCSE	English Language. ■ Intermediate Mathematics (1996).
OCR	Computer Literacy and Information Technology (CLAIT (1998)). ■ Integrated Business Technology (IBT) 2 (1999).
Other	British Telecom (BT) mandatory requirements including: Anti-Virus Awareness, H&S Risk Assessment; BT Voice, Cabling and Wiring Techniques (12/'07); BT Vision update (2/'08). ■ Computer Science A Level, 1 year (1998-1999). ■ Foundation in Teaching, Training and Development, 1 year (C&G 7323 (1999-2000)). ■ Small Business Enterprise II (Peterborough Enterprise Program (2002)).

**1995 - 2000.** Training with the Peterborough College of Adult Education (PCAE) from the Summer of 1995, I additionally worked as a volunteer tutor supporting and teaching computer literacy, including activities in retirement, four evenings and Friday's spanning four plus years. Later assisting NVQ candidates in the day time as well as studying evenings at the Peterborough Regional College, and helping in one-day Saturday classes, I also assessed computer literacy and invigilated up to degree level during my time at the PCAE.

### **TRAINING and DEVELOPMENT 1974 - 1994**

Affiliations	The Institute of Materials Management: Certificate Materials Handling for Supervisory Management (IMM). The Institute of Purchasing and Supply: First Certificate in Purchasing and Stores (IPS (ASPS (1986))).
Armed Forces	Technical Store man Class 3, 2, 1 (Royal Electrical & Mechanical Engineers (REME (1974, '76, '81))). ■ Certificate, Hygiene and Pest Control (Military School of Health). ■ Certificate, Services Sound and Vision 35mm (SSVC (Hameln)). ■ First Aid Certificate (Temporary driver, Military Ambulance, Windsor).
Languages	German (Post basic, not fluent).

### **PERSONAL**

Interests	Business; Computing; Reading; Television; Travel.
Transport	Car (Clean Licence (Car and Motorcycle '73, '03)).