

# John Swaffield

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Date of Birth: 16th August 1977

## Profile

A motivated and skilled IT professional who wishes to build upon seven years of industry experience through innovative internet technology projects. A graduate and current Open University student with a combination of project management experience, creative design skills and computing knowledge.

## Employment

**2005 – Present**

### **Freelance Web Designer, Web Embrace (Part time)**

I provide consultancy and web design services to Ecoteer.com, a local internet start-up company.

**2003 – Present**

### **Technical Services Engineer, SAA Consultants Ltd**

I am responsible for the administration of SAA's web servers and Windows operating systems, as well as the management of key business systems, hardware maintenance and general IT support.

Self-motivation, enthusiasm and the ability to apply problem-solving techniques has enabled me to learn new technologies and successfully adapt to this role.

Key achievements:

- Project management and deployment of a new intranet web server
- Replacement of DNS server and Novell file servers with Windows 2003 Servers
- Upgrade of SAA's training environment network to Windows 2000 Active Directory
- Migration of business critical databases to a new Microsoft SQL Server
- Upgrade of Customer Services' Help Desk software

**2000 – 2003**

### **Web Designer, SAA Consultants Ltd**

I was responsible for developing and maintaining SAA's web sites, product branding and brochures. Other responsibilities included testing web site usability, producing web content and writing technical product help

Key achievements:

- Implementing a content management system into SAA's web sites and improving navigation and design
- Developing an intranet site to promote sharing of company knowledge and procedures

**1999 – 2000**

### **Graduate Trainee, SAA Consultants Ltd**

I provided design support as SAA developed a web presence, including a customer centre and an e-business portal.

**1997 – 1998**

### **New Media Designer, Plymouth College of Further Education**

I was responsible for developing educational CD-ROM materials commissioned by leading awards bodies, allowing students to study for nationally recognised qualifications.

**1994 – 1997**                      **Checkout Operator, J Sainsbury's (Part time)**  
During my further education, I worked as a checkout operator and warehouse worker.

**Education**  
**2006 – 2008**

**Certificate in Web Applications Development**  
An Open University course that covers the application development process, from initial design, scripting, database use and system performance monitoring.

**1995 – 1999**                      **BSc (Hons) MediaLab Arts, 2.1 Second Class Honours**  
An innovative degree from the University of Plymouth, combining skills from creative arts and computing. Individual modules included:

- Human-Computer Interaction
- Artificial Intelligence
- Multimedia Digital Technology
- Interactive Art and Design

**1987 – 1999**                      **Estover Community College, Plymouth**  
A-Level History (A), English Literature (B) and Biology (C).  
Nine GCSEs including five 'A's in History, English Literature, English Language and Double Science.

**Training**  
**2004 – 2005**

Completion of the International Web Master's Association 'Web Business Certificate', including project management, legal issues for designers and web content and editing modules.

**2002**                                      I achieved a certificate in 'Web Animation with Flash' through the International Web Master's Association.

**2002**                                      'Advanced Web Design' evening classes at the Plymouth College of Art and Design.

**Additional Skills**

**Scripting**                              XHTML, CSS, JavaScript, ASP, PHP.

**Software**                              Adobe Photoshop, Macromedia Flash, Quark Express, Microsoft Project, Microsoft SQL Server.

**Computing**                              Experience of Windows NT, 2000, XP, 2003 Server operating systems. Knowledge of a range of IT equipment, including hardware, network infrastructure and telephone management system.

**Personal**                              Quality Assurance experience, attention to detail and good communication skills.

**Interests**

I enjoy travelling, collecting vinyl records and watching films and football. I have a good social life and try to see as much live music as possible. I regularly go swimming and play squash.

**References available on request.**