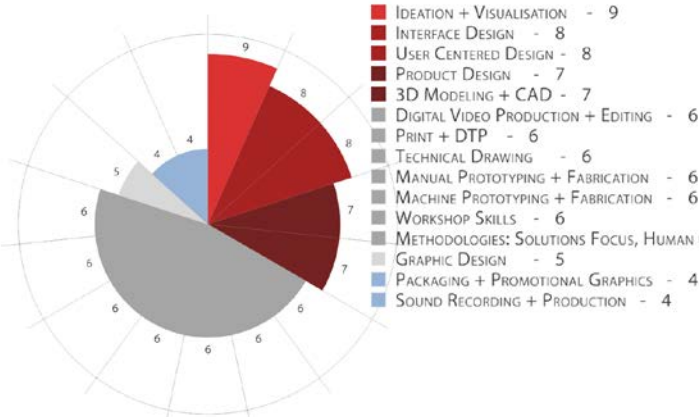


Objective

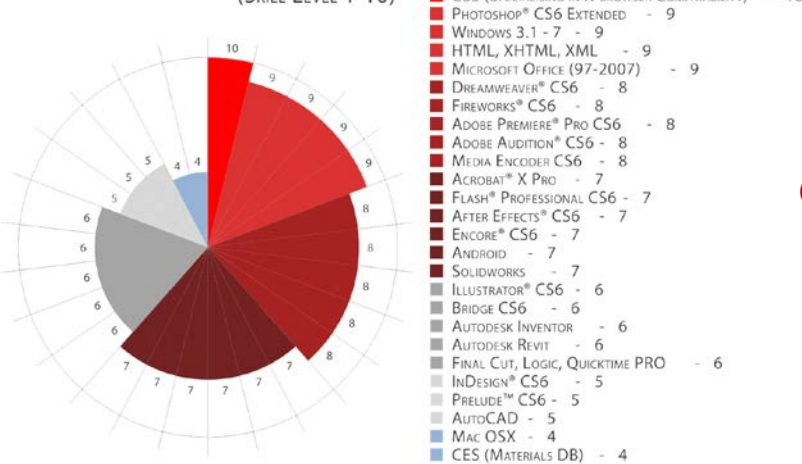
Highly experienced commercial contractor looking for an opportunity gain further experience in Product Design and Development, while providing a unique and valuable offering to a socially minded organisation. Extensive background in IT, Graphic Design, Product Design, Interactive Multimedia, User Interfaces, Art Fabrication and Business Management.

Relevant Skills

ART + DESIGN SKILLS (SKILL LEVEL 1-10)



SOFTWARE + COMPUTING SKILLS (SKILL LEVEL 1-10)



BUSINESS + TECHNOLOGY SKILLS (SKILL LEVEL 1-10)



Education - Current (2012-2016)

BSc (Hons): Product Design

Bournemouth University, Bournemouth, UK

Subject

Mark

Overall Mark Yr 1	1st
Overall Mark Yr 2	2:1

Education - Past

2006-2007 Post Graduate Diploma: Interactive Multimedia, Usability and Interface Design

Bath Spa University, Sion Hill Campus, Bath, UK

1996-1998 Associate Arts Degree (Foundation): Photography and Fine arts

Orange Coast College, Costa Mesa, California

1991-1995 Diploma

Newport Harbor High School, Newport Beach, California

Qualifications and Certificates

QuarkXpress DTP designer Certificate
A+ Computer Technician Certificate
Dell Helpdesk Technicians Certificate
Bookkeeping Certificate
Qualified distance learning instructor
MCSE+I Course Completion Certificate
IBM Computer Technician Certificate
City and Guilds L1 Parametric Modelling

Hobbies, Interests and Affiliations

Peer Assisted Learning Leader
Surfing (long board and body surfing)
Founder and President of Bournemouth University Design Society (www.budesignsociety.org.uk)
Art Fabrication (www.merelyastrand.com)
Web Development (www.creativeheat.co.uk)
Design Blogging (www.truthinertia.com)
International Environmental Activism
Student Member [IED](http://www.ied.org)
Volleyball
Writing
Debate
Dogs

Relevant Work Experience

2013-2014	Peer Assisted Learning Leader – Bournemouth University – Poole
Role:	Helping first year product design students to adjust to the pitfalls of the course, and offering advice and guidance.
2013-2014	Email Web Development Support – Weebly.com – Poole (San Francisco)
Role:	Providing deep and knowledgeable support via email to the 20+million users of the website building web application Weebly.com.
2010-2012	ETE Officer/New Project Coordinator – Avon and Somerset Probation – Bristol
Role:	Working with statutory and non-statutory offenders – individually and in groups – to reduce reoffending through development of skills and employment. High level contract coordination for new commercial and third party contracts.
2007-Present	Sole Proprietor – Creativeheat IT consulting – Bath/Clevedon
Role:	General contracted IT support and consultancy; focusing on repair, advices, purchasing and web development. <ul style="list-style-type: none">BUILDING INTERACTIVE WEB APPSPROVIDING TECHNICAL CONSULTATION ON MAJOR FUNDING BIDS (£250,000+),CALL OUT REPAIR WORKREMOTE TROUBLESHOOTING.
2007-2009	Networking and Membership Coordinator/Usability Manager – Café of Ideas – Bath/Bristol
Role:	Co-founder of community based initiative created to support the development of the arts in Bath and Bristol through interlinked online social and real world networking events. <ul style="list-style-type: none">COMMUNITY BASED INITIATIVELED A TEAM OF 4 TO DEVELOP A HIGHLY ADVANCED AND USER CENTRIC UI FORTHEIR FLAGSHIP SOCIAL NETWORKING APPLICATIONALSO RAN OFFLINE EVENTS/MARKETING PROJECTCREATED AND PRODUCED LARGE SCALE MONTHLY EVENTS
2007-2008	General Manager – Invention Studios – Bath
Role:	Venue, event and workforce management of a volunteer supported community arts organisation. <ul style="list-style-type: none">MANAGEMENT OF VOLUNTEERSTOOK AND MANAGE BOOKINGSCO-ORDINATED EVENTSWROTE FUNDING BIDSRAN TRAINING COURSESPRODUCED AND EDITED FILMSDEVELOPED AND DIRECTED MARKETING STRATEGIESREDECORATED THE INTERIOR OF THE BUILDINGPROJECT MANAGED NEW WAYS TO RAISE FUNDS AND AWARENESS
2006-2007	Distance Learning Tutor – Home Learning College – Bath
Role:	On and offline accredited distance learning tuition in a range of ITS subjects, supported by coursework and telephone tuition. <ul style="list-style-type: none">TRAINED HOME STUDY STUDENTS ACROSS THE COUNTRY.REWROTE THE WEB AND COMPUTER MAINTENANCE COURSES.TAUGHT ALL OF THE IT RELATED COURSES OFFERED.
2005-2006	Senior Interface Developer/Usability Project Lead - Engino – Bath
Role:	Creative role focusing on development of highly technical front-end web interface for internet based business management application. <ul style="list-style-type: none">RESPONSIBLE FOR ALL STYLISTIC ASPECTS OF ENGINO'S USER INTERFACE, BOTH FRONT AND BACK ENDMAINTAINED ADHERENCES TO USABILITY AND ACCESSIBILITY STANDARDS THROUGH THE USE OF CSS AND SEMANTIC XHTML.
2004-2005	Senior Gold Technical Support Engineer - Dell computers – Dublin
Role:	Telephone based technical support for premium level customers. Team leader. <ul style="list-style-type: none">TOOK PERSONAL OWNERSHIP OF UP TO 20 CASES A WEEK FROM A BASE OF EXCLUSIVE CORPORATE AND SMALL BUSINESS CLIENTSNO TECHNICAL SUPPORT ISSUES OUT OF BOUNDSREGULARLY EXCEEDED ALL TARGETSMANAGED A TEAM OF 6 LOWER LEVEL TECHSMONITORED SERVICE LEVEL INCENTIVESPROVIDED A TECHNICAL RESOURCE TO QUESTIONS LESS EXPERIENCED TECHS COULD NOT ANSWER
2000-2004	Sole Proprietor - Xmouse IT consulting - Newport Beach, CA /London
Role:	<ul style="list-style-type: none">WEB DEVELOPMENTGRAPHIC DESIGN
1998-2001	Assistant Director of IT services - The Learning Library - London
Role:	Drive, develop and support new and existing IT products for internal and external use. <ul style="list-style-type: none">COURSE TUTOR, TEACHING SAGE INSTANTCO-MANAGED THE TECHNICAL SUPPORT HELPLINE FOR THE ENTIRE COUNTRYTECHNOLOGY MANAGEMENT AND IMPLEMENTATIONPRODUCED ACCREDITED COURSE AND INSTRUCTIONAL MATERIALS FOR MICROSOFT OFFICE 2000 PROFESSIONAL AND THE ECDL (EUROPEAN COMPUTER DRIVING LICENCE) COURSES