

Graham VENNING – Curriculum Vitae

Graham VENNING, D., CNE, MCSE, CLP

PROFILE

I am a freelance IT professional specialising in website design and web development. I have worked in IT for 16 years. I started in PC support and worked my way up to IT Management. My last permanent role was as an IT Manager, a position I held for 5 years before making the decision to set up my own business. My web programming skills were developed whilst I was an IT Manager. I designed and developed a number of web applications for my previous employer, Burns-Anderson and I continue to support these applications today. Since becoming self-employed, I have enhanced my web design and development skills through a number of challenging projects using ASP .NET, SQL Server and E-Commerce development skills. In addition to possessing these technical skills, I am also qualified to Prince 2 foundation and can manage projects through their full life-cycle, controlling budgets, managing expectations and delivering customer satisfaction through quality work.

KEY COMPETENCIES

- Website Design using Adobe Photoshop, Macromedia Dreamweaver, HTML, CSS, and Javascript.
- Web-based application development using classic ASP, ASP.NET, VBScript, Microsoft SQL Server, T-Sql and Microsoft Visual Studio 2005.
- IT Management including controlling budgets, staff management, contract negotiations, customer and supplier relations.
- Project Management including full project lifecycle experience.
- Business Continuity Planning and Disaster Recovery
- Lotus Domino 7 application development.
- Microsoft Server software (Windows 2000 & 2003, MCSE Windows 2000) including Active Directory, DNS, DHCP and IIS.
- Lotus Domino 7 server installation and support.
- Novell Netware server installation and management (CNE Netware 5.1).
- AS/400 system 510 maintenance.
- Experience with a variety of server hardware but in particular Compaq and IBM.
- Desktop support including Windows Vista, Windows XP, Windows 2000, Lotus Domino and MS Office.
- Experience of managing a variety of LAN/WAN devices e.g. switches, hubs, routers and firewalls including a number of vendors e.g. CISCO, Netgear, Watchguard and Inty.
- Telephone systems management including Seimens HiPath.

QUALIFICATIONS

- Diploma in Computer Studies
- Microsoft Certified Systems Engineer – Windows 2000
- Certified Netware Engineer - Novell Netware 5.1
- Certified Lotus Professional – Lotus Domino 6 System Administration
- Certified Lotus Professional – Lotus Domino 6 System Development
- Prince 2 Foundation

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CAREER HISTORY

GRAHAM VENNING ASSOCIATES (July 2007 to Date)

Self-Employed Freelance IT Consultant

During my 16 years in IT, I have developed a broad range of skills and experience and it was always my intention to take as many of these skills into my freelance work as possible. That is, I decided to pursue several distinct 'business strands' through various trading names. Currently, I provide PC Support to home computer users via PC Help Bristol - <http://www.pchelp-bristol.co.uk>, IT Consultancy to Businesses via Graham Venning Associates and Website Design and Development Services via Ven Website Design – <http://www.ven-web.co.uk>.

Summary of Successes

- Created an auditing system to record changes to an MS SQL table containing bank account details. This system used MS SQL, T-SQL, SQL Triggers and Active Page Generator (APGen) Scripts.
- Enhanced an existing web-based accounts statement system to support multiple currencies. This involved using MS SQL, T-SQL, classic ASP, VBScript, Javascript, HTML and CSS.
- Created a web-based document generation system. This system was called the Alternative Disclosure Document Generator and was required to produce financial disclosure documents to a prescribed format. Users created the documents via 3 – 5 HTML forms. The documents are then saved and the output can be previewed and printed. This project took 4 months to complete and I was the sole web-developer. The system was developed using MS SQL, T-SQL, VBScript, ASP .NET, Javascript, HTML and CSS.
- Created my own website to promote website design and web development services – <http://www.ven-web.co.uk> using ASP .NET, VbScript, Javascript, HTML and CSS.
- Created a Search Engine Optimisation strategy for Ven Website Design.
- Created a website for PC Help Bristol – <http://www.pchelp-bristol.co.uk> using ASP, VbScript, Javascript, HTML and CSS.
- Created a Search Engine Optimisation strategy for PC Help Bristol.
- Enhanced an existing web-based commission statement system to provide a comprehensive summary of each statement for the user. This project was developed using MS SQL, T-SQL, classic ASP, VBScript, Javascript, HMTL and CSS.
- Enhanced an existing Client Fee Invoicing system to allow it to produce copy invoices, convert output to PDF and perform batch printing of invoices. This project was developed using MS SQL, T-SQL, classic ASP, VBScript, Javascript, HMTL and CSS.
- Created a conference booking system to handle the booking of 50+ seminars and one to one sessions. This project was developed using MS SQL, T-SQL, classic ASP, VBScript, Javascript, HMTL and CSS.
- Created an E-commerce website and search engine optimisation strategy for J3 Toys – <http://www.j3toys.co.uk>. The website is a dynamic data driven e-commerce website. I designed and developed a custom shopping basket and developed integration with Google Checkout. This website was developed using MS SQL, T-SQL, classic ASP, VBScript, Javascript, HMTL, CSS and Google Checkout.
- Provided IT support and consultancy to small businesses including data cabling installations, server installations, PC support and staff training.
- Provided PC support to home users resolving issues such as corrupt Windows configurations, disk damage, home network installations and application faults.

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BURNS-ANDERSON PLC (November 2002 – July 2007)

Head of IT

Reporting to the Finance Director, I managed the IT Function for Burns-Anderson, a Financial Services organisation with £40m+ turnover. I was responsible for managing two members of staff and our team provided high quality service delivery throughout the organisation. I was responsible for ensuring that the technical infrastructure was maintained and updated and new systems were developed to meet business needs. I designed, developed and implemented new web-based applications using Microsoft SQL, ASP, ASP .NET, VbScript, Javascript, HTML, CSS and Lotus Domino.

I was responsible for supporting 80 users over 2 sites with 20 remote workers and 600 customers. The server infrastructure was IBM and Microsoft Windows Server 2003 using Active Directory, DNS, DHCP and IIS. I was also responsible for the maintenance and support of an AS/400 system 510.

Summary of Successes

- Designed, developed and implemented a Web-based Invoicing system using ASP VbScript, Javascript, HTML, CSS and MS SQL Server.
- Designed, developed and implemented a Web-based Discussion Forum using Lotus Domino, ASP VbScript, Javascript, HTML, CSS and MS SQL Server
- Designed, developed and implemented a Web-based Commission Statement system using ASP VbScript, Javascript, HTML, CSS MS SQL and PDF.
- Updated a Web-based document generation system using ASP .NET VbScript, Javascript, HTML and CSS.
- Produced a Business Continuity Plan for the entire organisation.
- Produced Disaster Recovery procedures for the organisation's IT systems.
- Negotiated a £100,000 per annum software contract including intellectual properties rights.
- Successfully managed a highly sensitive staffing issue ensuring that the organisation's systems were secure and continually available.
- Recruited and trained IT support personnel to provide 1st line IT support.
- Saved the company over £250K per annum in reduced support and licensing contracts

BRITISH RED CROSS SOCIETY (April 1998 – November 2002)

Project Manager

I was initially employed by BRC as a Technical Analyst and then later as a Project Manager. I assisted in overseeing a number of key projects. I helped deliver a multi-site infrastructure project installing Local Area Networks and communication links to approximately 80 offices nationwide. This involved deploying Novell Netware 5.1 servers to each office and Novell Directory Services across the Wide Area Network. The budget for this project was approximately £1.5m. I also helped to manage a project which developed the organisation's Business Continuity Plan, dealing with Senior Management to ensure that appropriate procedures and systems were in place.

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Summary of Successes

- Project Manager – Business Continuity Planning
- Project Manager – Multi-Site LAN/WAN rollout.
- Helped to devise a new NDS tree design.
- Helped to devise a new Groupwise system design.
- Planned, managed and implemented an overhaul of desktop hardware and software configuration.
- Produced key documentation for the sign-off of a W.A.N. expansion.
- Help to Progress the IT infrastructure within time, cost and quality constraints.
- Managed a staff-training programme with measurable benefits.
- Planned and implemented the rollout of a remote access solution.

ARTHUR ANDERSEN 1995-1998

Technical Analyst

In this role, I was responsible for managing the IT Support function at the organisation's Bristol office providing IT support to 80 users.

Summary of Successes

- Upgrade of Microsoft NT from 3.51 to 4.
- Upgrade of Novell Netware 3.1 to 4.11.
- Implementation of L.A.N. physical topology change.
- Management of transition from 10Mbps Ethernet and 100Mbps.
- Implementation of W.A.N. upgrade from KiloStream to SMDS.
- Involvement in national strategic projects including quality control and server room upgrades.
- Development of key Lotus Notes databases.

HIGHER EDUCATION FUNDING COUNCIL (1992-1995)

Help Desk Manager

After one year as a support officer I was able to impress enough to influence the organisation's IT Manager to create a new role of Help Desk Manager. I was promoted to this position and continued in this customer-focused role for a further year, managing a team of 2 support officers. I delivered a project to set up the help desk including the recruitment of additional staff. I developed a call tracking database to improve the efficiency of the help desk. Working in a Microsoft and Novell Netware 3.1 technical environment I was responsible for network administration, support and training of the help desk staff to deliver support to approximately 200 users. I was also involved in a number of other projects including a tendering process for a large number of desktop PC's. I was also the chairman of the hardware evaluation group responsible for establishing and maintaining hardware standards.

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Summary of Successes

- Implementation of the IT Help Desk function.
- Recruitment and training of Help Desk staff.
- Managing the replacement of desktop PC's through a tendering process.
- Negotiating agreed service levels with the user base.
- Provision of high quality service and support.

PERSONAL DETAILS

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REFERENCES

References are available on request from current and previous employers.