

## CURRICULUM VITAE - DAVID BOWRING

### PERSONAL DETAILS

|                |  |                 |   |
|----------------|--|-----------------|---|
| Full Name      | Mr David Bowring   | Telephone       | (Web Version – N/A)   |
| Date of Birth  | 14th February 1980                                       | Driving License | Full, Clean   |
| Marital Status | Single   | Nationality     | British   |
| Email Address  | <a href="mailto:MyCV@kellos.co.uk">MyCV@kellos.co.uk</a> | Web site        | <a href="http://www.kellos.co.uk">http://www.kellos.co.uk</a> |
| Address        | Milton Keynes (Web Version – N/A)                        |                 |   |

### KEY SKILLS

- ✓ Support skills for Microsoft products and Operating Systems as well as bespoke software.
- ✓ Windows 95, 98 and ME – Windows NT, 2000, XP and Vista.
- ✓ Office Suite 97, 2000, 2002/XP, 2003 and 2007 (Word, Excel, Access, Outlook, PowerPoint & Visio).
- ✓ Development skills in Distributed Applications and Web technologies.
- ✓ Visual Basic 6.0 and .NET
- ✓ HTML, ASP and ASP.NET
- ✓ SQL Server, IIS and FTP.
- ✓ Dreamweaver, Flash and Adobe Photoshop.
- ✓ Professional, friendly and approachable.
- ✓ Experience working in both Blue Chip and small companies.

### PROFILE

I am very competent with a wide range of Microsoft products and technologies and I am looking to further my knowledge and experience in these areas. Due to both my support and development skills I believe I am a strong asset to any company.

### ACHIEVEMENTS

- Developed and documented all IT procedures in a successful effort to enhance and utilise effectively, the IT systems that were used internally by staff members.
- Designed and developed an in-house CRM (Customer Relationship Management) system that is used internally in both application and web page form that runs from a central SQL database.
- Successfully supported 4600+ customers at a technical level during a nationwide (sixteen sites) system upgrade from Windows 95 and Office 97 to Windows and Office XP.
- Upgraded an existing database of products and stock levels with my code to automate a very manual system. A result of my efforts increased productivity by 120%. To the best of my knowledge this system is still in use today.
- One year's commercial experience designing and developing a three-tier application that involved writing VB code, SQL queries and designing reusable code for creating ActiveX controls and Dynamic Link Libraries (DLL's) and designing business objects and classes – used by Dell Computers Inc.

### QUALIFICATIONS

| Dates       | School / College                      | Results                                    |
|-------------|---------------------------------------|--|
| 1992 - 1996 | <a href="#">Lord Grey High School</a> | GCSE's - A to C grades                     |
| 1996 - 1997 | <a href="#">Milton Keynes College</a> | BTEC National Diploma in Computing Studies |

**THE KUDOSS GROUP**

2007 - 2008

INFORMATION TECHNOLOGY CONSULTANT

I was responsible for internal IT support for two sites, one in Milton Keynes and the other in London. I managed the two Microsoft Small Business Servers (2003) for both sites, as well as the day-to-day running of the office PC's - providing assistance with any technical queries that my colleagues had.

Another role of mine was as a consultant to The Kudoss Group's customers. I met with customers to discuss any technical issues or queries they had, as well as any new IT related implementations. I used my technical skills to meet with customers and ascertain what needs they have, and my communication skills to ensure the customer no matter what level their technical skills were, they understand what solutions could be provided.

I also got the chance to use my development skills again when I wrote an application in Visual Basic .NET called 'Shiva' that uses SQL Server as a database to manage customers/suppliers, support issues, orders, contacts, service level agreements and also securely stored documents. I felt compelled to develop the system as their previous database software no longer met their requirements. The objects that I built to communicate and manipulate the data can also be used for a web interface.

**VCSTIMELESS**

2003 - 2006

HELPDESK SUPPORT AND WEB SITE DEVELOPER

VCSTimeless develop and sell their own EPOS (Electronic Point of Sale) software to run on various platforms. Supporting the software requires high technical knowledge on a wide variety of Microsoft Operating Systems (Client and Server) and I was able to use my knowledge of Access and SQL Server to assist with the quick resolution of support calls. I supported customers by using a variety of remote access tools to take control of their PC's and tills to fix problems as well as general telephone support.

My other duties involved the maintenance and continued development of our eTicketing web site. The web site runs on IIS using ASP.NET and involves programming in VB.NET. During my time working on the site the number of customers using our solution has tripled. Some examples of sites that use the eTicketing solution are [Longleat Safari Park](#), [Woburn Safari Park](#), [Deep Sea World](#) and [Blue Planet Aquarium](#)

**COMPUTACENTER**

2003 - 2003

3<sup>RD</sup> PARTY TECHNICAL SUPPORT FOR MERCER

First line support analyst supporting Microsoft Windows and Office XP for a specific contract as well as supporting the migration from Windows 95 to Windows XP. The job was to provide customers a high level of first line support via the telephone and remote console tools. With my previous knowledge of Microsoft products and what I've learnt whilst supporting these products, I am able to provide support at a high level. I chose to involve myself with any database or VBA macro code related issues as I was able to provide support in areas previously not supported by the team.

**AGENCY WORK**

2001 - 2003

(MULTIPLE ROLES)

- Argos Head Office - Internal Stock control and database design and coding.
- KPMG - General Database work
- Pharmacia and Upjohn - First line technical support

**ECHO**

2001 - 2001

SOFTWARE AND HARDWARE ENGINEER (CONTRACTOR)

Hardware and software support for numerous contracts, Halifax and Abbey National were the largest amongst others. Each contract would involve both supporting either software or hardware related issues, installing Dell Servers and configuration as well as hardware replacement.

**READSOFT UK**

2001 - 2001

TECHNICAL SUPPORT ENGINEER

**BUSINESS VISION**

1999 - 2000

JUNIOR VISUAL BASIC 6 DEVELOPER

I developed the User Interface for a customer service reporting tool, used by Dell Computers Inc.

**BEIERSDORF UK**

1997 - 1999

DESKTOP SUPPORT &amp; DATABASE DEVELOPER

**HOBBIES AND INTERESTS**

I enjoy meeting my friends and socialising. I enjoy most types of music, and have a large music collection. I spend time developing in Visual Studio 2008. I've recently started a new hobby with is flying (and sometimes crashing) remote control aircraft – it started as an impulse buy more than anything, but it's actually good fun. I'm a fan of most sports, my favourites however are Football and Tennis. I enjoy playing computer games on my PC, PS3 and PSP. I also dabble at making my own music using computer software.