

Stephen Christopher Bird

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PROFILE

A multi-skilled and ambitious individual who is looking to find sustainable employment, where progression can be made. Has gained experience as a Team Leader as well as a Manager, therefore has the ability to take the lead or work as part of a team. Capable of communicating with clients, users, colleagues, management and the board with equal ease. A quick and efficient learner who is eager to rise to every challenge, flexible and adaptable as required. Full clean driving licence.

SKILLS & ACHIEVEMENTS

Technical Skills & Projects

- Management
- Assistant Project Management
- Team Leadership
- IT Skills
- Basic MS Office - including VLookup and Pivot Table
- Report creation
- Data entry
- Database management
- Scheduling

CAREER SUMMARY

Credit Advocates Ltd.

Permanent

May 15 – Oct 15

Financial services company regulated by the FCA.

Role: Director / Administrator

This was started as a two-man company with me as sole Director. Job role included liaising with the CRM software company, regulation compliance and creating documentation to support the regulations. Also all the technical and administrative day to day workings of the company. Maintaining and Updating the database systems, VoIP PBX and dialler. Creating ad-hoc reports, keeping an eye on the Sales Manager and making sure his training was up to date. Listening to all sales and customer support calls to check for compliance.

One Tick Ltd and Clear View Finance Ltd.

On Contract

Jan 11 – Mar 15

Financial services / Debt management companies based in England.

Role: Senior Developer/Support Analyst.

Jan 14 – Mar 15 in the Midlands - To Provide telephone and personal support to over 30 staff as first line support. Designed and developed reporting systems. To work with Management and Staff to provide practical systems. To support the VoIP PBX. To aid the remote support company (most of the former IT department in the North West) in setting up new equipment to save site visits.

Jan 11 – Dec 13 in the North West – To support the VoIP based dialler system. To support and maintain the database systems. Maintain the VoIP based PBX. Design and develop staff reporting based on clocking system, database usage and VoIP PBX usage. To write a test plan for the system. To work with Management and Staff to get the requirements for the design and interface for the reporting system. To capture and document their immediate needs and their desires for the system. To design, write test plans, document (technical), implement and test other small reporting systems. Test the two other developers work.

AEA Technology plc (NETCEN)**Permanent****Sep 05 – Jul 10**

Monitoring company for The Environment mainly with UK Government contracts – Harwell, Oxfordshire.

Role: Senior Developer (for legacy and modern web systems).

There was a small IT development team housed in another building and one developer housed in this building. I was brought in to shadow this developer, bring his work up to the modern day and to develop other systems as required.

Our building held a separate section of the company but initially all the web work was done by the main IT team. As I got my feet under the table I was permitted to work on these web systems as well. The main IT support – such as PCs – was done by an external company (originally part of AEA T).

The legacy system was in MS Visual FoxPro which output flat files that were sucked into the web based system overnight. My task was to create a system that would make this data more rapid available and to do it in open source.

Adare ODC (Kall Kwik & Prontaprint)**On Contract****Feb 05 – Sep 05**

Print companies (franchised shops) all over UK – office near Uxbridge.

Role: Senior Developer / Trainer.

To develop a data extraction program to allow data to be used in a new environment. To help document and understand the older MS Visual FoxPro legacy systems and to train in-house staff on the maintenance of those legacy systems.

Convergys EMEA Ltd. (USA:CVG).**Permanent****Mar 99 - Aug 02**

Cable Billing software house – this arm based in South coast of England.

Role: Senior developer

Working on web based back end for North American arm and East of England arm of the company (1 year).

Role; Systems Analyst

Working with MS Visual Basic 6 on a CSR visual front end (with IBM A/S 400 mini-computer back end). To develop for Telewest a visual front end to ICOMS – a convergent cable billing system – for use by CSRs. Brought in to learn the system end to end and provide knowledge to my team mates. (2 years). Software distribution creation and testing.

EDUCATION, TRAINING and QUALIFICATIONS

Training	ISEB Intermediate Certificate for Software Testing – passed Aug 2008
Training	ISEB Foundation Certificate for Software Testing – passed Aug 2002
College	2 x City and Guilds – Telecommunications, Radio and Line
School	5 x GCE 'O' Level – Maths, Additional Maths, English Language, Physics, Chemistry

INTERESTS

- Golf
- Communications
- Electronics
- Computers
- Model Railways
- Music - Light Classical & Pop

References available on request.