

Jonathan James Hawkins B.Sc (Hons)

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SUMMARY:

Characterised by an unusually strong foundation of both business employment and academic study, he provides drive, commitment and a hard working focus to all of his software development projects, fully familiar with the employment operational environment he can quickly make an effective contribution to most development projects.

Jonathan has enjoyed over a two year period a full life cycle development and support role. He is enthusiastic to be part of an IT team, working on development project challenges and helping achieve project goals, objectives and deadlines.

KEY SKILLS:

He has been working with computers over a number of years from an employment, personal interest and study perspective. His commitment to the task in hand, finding solutions and working to deadlines is well supported by developed abilities in IT and interpersonal skills. A summary of key skills and experience to date includes:

Information Technology:

A range of IT skills and experience covering but not exclusive to:

- C# and ASP.NET – 2 ½ years experience of both web and application (console and winforms) development.
- Java – over 3 years study and use on a variety of project based applications.
- Web – varied Web based development experience and projects, (PHP and ASP.NET, (X)HTML and CSS)
- Database – experience of MS SQL,MYSQL, Oracle, Access and usage techniques.
- Self project management and organisational skills.
- Desktop – in depth knowledge of Excel and Word, and general administration.

EMPLOYMENT:

1. 2006 – Present **Analyst Programmer**, ACE European Group Ltd; An international insurance / reinsurance company operating in more than 50 countries. Main projects and responsibilities include:
 - a. Re-development of an application to C#. Converted a REXX script program into a C# console application to deal with loading policy data automation. The application billed £350 million annually and required an optimized and automated solution that was customised for each country.
 - b. Development of an application to consolidate and log in detail all versions of a reporting tool used in 17 countries on 7 servers across Europe. The application records the report type, its location, its parameters and when and how it is run. This information was condensed into one Excel file for future reference
 - c. Extensive testing of a website which was designed to be the tool to control and automate the batch processing applications. The goal was to ensure the system work correctly, dealt with errors safely and was secure.
 - d. Management of the “Change Control” process, (the process to ensure all applications are developed and deployed to ACE standards). He ensured any applications that he deployed had followed the correct process had been appropriately tested and documented.
 - e. Provision of on going support to the business teams across Europe. Incidents would be investigated and a solution tested with the user and finally implemented through the change control process.
 - f. Maintenance of the server environment across Europe to ensure the daily processes ran correctly, to ensure the databases and systems were running correctly and performed to the required standard.
2. 2003 – 2006 **IT Support**, Principals in Practice Limited: A mid sized company of Independent Financial Advisers. Main responsibilities included projects in the following areas:
 - a. Consultants Commission Payments – large scale, historical and current numerical data interrogation and analysis. The main objective of this project was the analysis and consolidation of over £40,000 of commissions to allow the correct payments to be made to all Consultants. Project Reference: 2005PIP1.
 - b. Data Archive Project – organisation and collation of paper records, scanning to PDF and setup of a server based filing structure for storage and easy end user access.
 - c. Administration Team support with operational processes, queries and telephone support as required.

- 1999 – 2003 **Fulcrum Connections Limited:** Formally Transco, Fulcrum is a large company specialising in all areas of Customer support for energy suppliers. Responsibilities included:

2001 – 2003 **Support Analyst** – promotion to Support Analyst focussed on the collaboration between departments (Quotes, Scheduling and Highways departments, reference 2002HWS1) to provide an Access data base (using VBA) of key business information to support: efficient job tracking; backlog database used in the clearance of errors in existing systems and the departmental performance report.

Business Objects and Excel / Access were employed to: a. retrieve data and analyse individual departmental and team performance. b. analyse data in order to identify and clear errors in certain parts of the Quotations and Job Tracking systems.

1999 – 2001 **Scheduler** – promotion to this role included responsibility for scheduling all work to the engineering section and liaising with engineering management; communication within the role involved being an intermediary between customers, network officers and engineers; management of customer queries and complaints to satisfactory resolution; responsible for new staff training and existing staff support on Quotations and Gas Mains Maintenance / Tracking systems.

1999 **Quotations** – Key responsibilities included the production of quotations for fitting new meters or the reciting of existing meters at customer locations. Calls would often need to be placed to the customer to attain more information about the existing meter location and other property details. Depending on the information and customer's requirements, an engineer would be scheduled to make a customer site visit.

- 1995 – 1999 **Management Training Program**, McDonalds Restaurants UK Limited.

EDUCATION:

- 2003 – 2006 Sussex University: B.Sc (Hons) Degree in Computer Science and Artificial Intelligence. The main topics include: Java programming, Object Orient programming techniques and Artificial Intelligence programming.
- 2002 – 2003 Sussex Downs College: Foundation Access Course to degree program. Successful completion at end of 2003. (part time employed at Fulcrum Connections).
- Aug 2002 Mastering Access 2000 Programming course (MS1300, Microsoft Approved)
- 1997 – 2002 Full time employment: (See above).
- 1995 – 1997 Lewes College: GNVQ course: IT, English, Business studies
- 1990 – 1995 Warden Park School: 10 GCSE qualifications in: Mathematics, Information Studies, English Language, English Oral / Aural, Science double award, Business Studies, Music, German, Geography.

Personal:

As a result of the commercial full time employment experience and the rigours of academic study strong personal skills have been developed in areas such as:

- Goal oriented projects providing a challenge.
- Working as a member of a team on project procedures and deadlines.
- Commitment to achieving project objectives.
- Development of a good understanding of IT in the context of user operation.
- A open mind to learning and an enthusiasm for exploring new methods and applications.
- Excellent communications and customer relationship skills.

PERSONAL / INTERESTS:

Born 23-Feb-1979 he lives with his partner and 2 school age children. He enjoys a family lifestyle with individual interests in: swimming, basketball and fitness / martial arts, as well as films, reading, contemporary / classical music and everything associated with computers and technology, for example has built a home network, both wired and wireless with a local DHCP, DNS server and a Linux firewall and file server. He has a Windows 2003 Server within his network and hosts a small number of sites across both servers.

REFERENCES:

Business, Academic and Personal references available on request.

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TECHNOLOGIES

	<i>Area</i>	<i>Version</i>	<i>Experience</i>	<i>Notes / Project Reference</i>
1	Development Languages: 1. Java 2. C# + ASP.NET 3. Visual Basic Applications 4. Visual Basic 5. (X)HTML 6. XML 7. PHP 8. SQL 9. WML 10. CSS 11. Flash	1.5 2.0 6 MX	3 Years 2.5 Years 8 Months 3 Months 3 Years 8 Months 1.5 Years 1.5 Years 3 Months 3 Years 6 Months	(Studied at University) (debugging applications)
2.	Development Approach: 1. Object Oriented 2. Client / Server 3. AI		4 Years 1 Year 2 Years	
3.	Data Bases: 1. DB2 2. MS SQL Server 3. Oracle 4. MS Access	8i	2 Years 6 Months 2 Months 2.5 Years	
4.	Operating Systems: 1. Windows XP 2. Linux (Ubuntu)	Pro	4 Years 2 Years	
5	Analysis Apps: 1. Business Objects 2. Crystal Reports		6 Months 1 Year	
6	Applications: 1. Visual Studio 2. MS Excel 3. MS Word 4. MS Powerpoint 5. Dreamweaver	2005 MX	2.5 Years 4+ Years 4+ Years 6 Months 1 Year	
7	Communications: 1. Ethernet 2. Local Network 3. Wireless 4. WEP + WPA		3 Years 6 Months 2 Years 2 Years	

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PROJECTS SUMMARY

	<i>Project</i>	<i>Date</i>	<i>Ref.</i>	<i>Summary</i>
1	Kaleds	October 2008	2008KAL	Application designed to document deployed reporting tools.
2	CS Jawbreaker	May 2008	2008CSJ	C# .NET winforms game
3	OOD	March 2008	2008OOD	Process automation tool.
4	House of Hawkins Web Site Development	June 2007	2007HOH	Redevelopment of home website
5	Dissertation – Poker House	March 2006	2006DPH1	University Dissertation – Poker House Java Client / Server
6	Jawbreaker	June 2005	2005JB1	Java Applet - Jawbreaker game
7	Java chat program	May 2005	2005MCT1	Communications Chat room – Java Programming
8	PIP consolidation	January 2005	2005PIP1	Principals in Practice LIMITED - Commissions consolidation Data analysis
9	London Under Ground	December 2004	2004SAI2	London Under Ground - Symbolic AI
10	Missionary and Cannibals	November 2004	2004SAI1	Missionary and Cannibals game - Symbolic AI
11	BraitenBerg Vehicle	February 2004	2004FAI1	AI application to control BraitenBerg vehicles
12	High Way Support	2002	2002HWS1	Information consolidation application