

Curriculum Vitae

Mr Daryl Andrew Kerr

Personal Details

Location: Age: 27
Stoke-on-Trent Sex: Male
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Profile Summary

A graduate application developer capable of using several software languages to create applications to suit different needs. Staffordshire University graduate with a BSc Honours in Computing Science with a 2:1 grade, motivated and enthusiastic.

I am looking for a job that will both make use of my existing skill set and also allow me freedom to learn new skills that will benefit both myself and my employer; this includes learning both theoretical and practical skills.

Bsc Hons Computing Science Staffordshire University	From: 2002 To 2006	Grade:- 2:1
AVCE Information Technology Stoke-on-Trent College	From: 2000 To: 2002	Grade:- B,B
Information Technology National Traineeship Newcastle Under Lyme College	From: 1999 To: 2000	Grade:- Pass
Visual Basic Level 1, 2 & Visual Basic for Applications Stoke-on-Trent College	From: 1996 To 1998	Grade:- Pass
GCSE English Holden Lane High School	From: 1992 To 1999	Grade:- B
GCSE Maths / English Literature / Information Systems Holden Lane High School	From: 1992 To 1999	Grade:- C (x3)

Work Experience

IT/AV Technician @ Keele University (School of Pharmacy)
From: August - 2007 **To:** Present

My current job role is working as an IT technician for the School of Pharmacy department at Keele university, my role involves offering IT support to both students (250+) and the various members of staff (60+) as well as supporting guests that may be visiting the university by providing assistance such as setting up IT equipment for them to use whilst visiting or providing technical support for any equipment they may be bringing with them.

Another aspect of my job is to provide training to staff and students; this can be in the form of formal training sessions where I will create a slideshow to accompany a lecture followed by a question and answers session. I have provided many group training sessions as well as individual sessions for anyone that was either unable to attend the group session or felt that

they would require individual assistance, I have also done Lectures to the Students when a member of staff has been off ill or otherwise indisposed, this involved reading through their lecture material to familiarise myself with their lesson and then giving the lecture to the students.

Video Game Tester @ Electronic Arts

From: July - 2006 **To:** October - 2006

Whilst working at Electronic Arts I was required to work to very strict deadlines to make sure that the relevant software was tested and distributed on time for the release date, as such I was required to work very quickly and methodically to meet the requirements of each game test that was provided to me, the role required that any and all software was efficiently checked against a strict criteria that was essential to adequately discover exploits or software bugs that would cause problems for end users once the software was released.

Software bugs were logged into a central online database where we could report bugs directly to the developers and receive replies once they had fixed the problem, I tested on several systems including:

Nintendo DS, Sony PSP, Microsoft Xbox, Nintendo GameCube, Sony Playstation 2, Xbox 360 and Personal Computers (several different system configurations).

Data Entry Clerk @ Royal Mail

From: May - 2005 **To:** October - 2005

I worked at Royal Mail for several months during my summer holiday from university; my job involved typing addresses and identifying addresses on parcels and letters that the computer was unable to identify, this required me to be very quick at typing as well as having a good eye for detail to ensure that all the information was recorded properly.

Computer Technician / Part Time Manager @ Your Choice Electronics

From: May - 2001 **To:** August - 2002

My role at Your Choice Electronics involved the a typical IT Technician role: building, upgrading and diagnosing computer problems, this was offset with some sales person duties such as recommending hardware/software combinations to customers and assisting with questions relating to computer problems or just general queries, my managerial role involved being in sole charge of the shop for up to 2 days at a time, this meant managing all repairs as well as assisting the part time technician with some of his repair tasks, my other duties involved checking the days takings matched the items sold and locking up the shop at night.

Computer Fair Salesperson @ Computer Technology Distributed Ltd. (CTDL)

From: January - 2000 **To:** January - 2001

When working for CTDL I was required to select various hardware and software from their main warehouse to take and sell at certain computer fairs up and down the country, there were 4 teams of sales people mainly consisting of computer technicians or people otherwise connected with the computer industry who all had experience building computers themselves whether it be professional or in their own time, each time had 3 members of staff.

Initially I starting working with 2 current employees however after a couple of months and with several new people starting with the company I was asked to take over one of the groups and select 2 people to work with me, once my group was selected we were then sent up and

down the country to various sales fairs where we would all components and accessories for personal computers.

Each computer fair resulted in several thousand pounds worth of cash as well as taking trade orders that could be fulfilled separately once we had returned to the main warehouse, the money was collected all members of staff however it was my job to check the amounts were correct and to keep hold of the money until the end of the computer fair, at the end of the day I would check that the day's takings matched the equipment that had been sold and made a report out to the senior management detailing what had been sold and what items we needed re-stocking.

Systems Analyst @ Leoni Wiring Systems (formerly Lucas Rists)

From: June - 1999 **To:** July - 2000

Leoni wiring systems learnt me the importance of time keeping and efficiency when in a working environment, my main duties involved: Help Desk Support - Receiving phone calls from the employees that were located around the site and logging their problems into the help desk software, this required evaluating the users problem over the phone and deciding how important this particular problem was and placing the users problem into the computer system with the relevant urgency level.

Technical Support - The users problems that are stored on the computer system could be searched and if problems that I had experience with fixing were found I would contact the employee and discuss a suitable time that I could go to their office to fix the problem and I would explain the process to them and an approximate time that I thought it would take to solve the users problem, often this would require meeting the manager of that department and introducing myself and explaining the situation as well as if its possible to avoid this situation in the future.

User Management - Setting up and maintaining user accounts on a Windows NT based system using server and workstations, one of my key roles was in the rollout of thin-client work stations that required a server connection at all times as they did not utilise hard discs and ran the operating system completely from the server, this required frequent analysis of the system and suggesting and implementing improvements or changes that would benefit the users of the system

Team Work - As well as working on a solitary basis I was also required to attend meeting with the head of the department as well as key members of the team to put forward ideas about improvements to the software configurations as well as identifying problems with the current system and possible solutions using various techniques that were available to utilise.

Skills

Internet, Web Design and Usability

Skill Level: Intermediate

I have experience using a variety of Web Design software to create custom sites for customers as well as updating their current ones, I have a wide set of knowledge concerning various internet Websites and technologies available on the Web (forums, chat rooms, msn, irc etc.).

- Web Design
- Web Interface Design
- Customer Support
- Website Technologies

Online Learning Environments (WebCT / Blackboard)

Skill Level: Advanced

I am currently using Online Learning Environments (WebCT and Blackboard in this case) to provide students with Lecture notes and information:

- Uploading Timetables
- Class Tests (creating and supporting)

- Cancelled class updates
 - Uploading Lecture notes
 - Announcements
 - Course Content Updates
 - Technical Support (Students & Staff)
 - Converting files to HTML format
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Course Genie

Skill Level: Intermediate

I currently use course genie to create HTML versions of the lecture notes used by the School of Pharmacy, I then upload these to the Online Learning Environment, and some changes have to be made manually to the document once complete.

- Uploading Course Genie Documents
 - Manually editing to match our own in-house criteria.
 - Converting Documents
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Macromedia Software

Skill Level: Advanced

I used Macromedia Director for my Final Year Project at university; the project was pitched as a Multimedia desktop replacement for Microsoft Windows designed for children to allow them to use a computer without parental supervision whilst being restricted from accessing or damaging personal files that the user may have on the system, the new desktop contained games, activities and learning exercises for children to use. The project was undertaken using an agile development methodology known as Triumph that was designed to aid in the creation of multimedia applications.

I used Flash during my time at university to create various elements for my Final Year Project, these were combined into the Director project and exported as part of the system that was created, and all graphics were created using either Flash or Fireworks depending on the type of image that needed to be created.

- Macromedia Director
 - Macromedia Flash
 - Macromedia Fireworks
 - Website Creation, editing and updating
 - Software Development.
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Symantec Ghost Solution Suite

Skill Level: Advanced

I currently use the Ghost Solution suite to manage over a hundred computers within the department; this includes daily re-imaging of open-access student machines.

- Creating images of current machines
 - Storing images (Compression)
 - Deploying images to multiple or single user computers.
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Windows Operating Systems

Skill Level: Advanced

I currently use several versions of Microsoft Windows and have had experience on every version that has been released so far including: 3.1, 3.11, NT, 95, 98, ME, 2000, XP and Vista.

My skill set with Windows ranges from everyday use to creating and administrating Pre-Installation environments and creating unattended installations that provide all drivers for the target machine already built into the disc to cut down on installation and configuration time.

- Technical Support (students and staff)
 - Unattended Setup Installations
 - Software Installations
 - Windows Environment Configuration
 - Registry editing & repairing
 - Program compatibility
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Microsoft Office Suite

Skill Level: Advanced

My current and previous roles have all required some knowledge of the Microsoft Office Suite; this includes information such as the difference in file formats from one version to the next and compatibility problems that can arise when transferring documents between users

that are using different versions of the suite.

I have given several training sessions on the use of various office applications and tools that are available within the suite including Word, Access, Excel, PowerPoint and Publisher.

- Post-install configuration
 - Technical support (Students & Staff)
 - Microsoft Outlook
 - Setup and installation
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Software Testing

Skill Level: Intermediate

During my time at EA games I was involved with the testing of over 2 dozen games on various platforms, any testing that was carried out required notes to be taken at all stages to ensure that an approximate path could be followed back to repeat the bug, if a bug was found that was reproducible it would be entered onto the online bug reporting system, this would then be picked up by the developers who would inform us when the bug had been fixed and when a new version of the game would be ready to be tested again.

- Fault finding
 - Fault recording
 - Individual bug finding
 - Working in groups to find problems.
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C#

Skill Level: Intermediate

User Interface design for the Virtual Patient System used at Keele University as well as smaller utilities for assisting students and staff within the University.

Remote Drive Connect

Allows a student to login to their shared folders by authenticating their login details and then creating a shared drive on the computer, the student can then access their files and logoff when they are finished

Service Pack Identifier

Used to determine the current service pack available on the users PC, used to enable technicians to quickly ask users to identify which service pack they are currently running.

GetMyIP

Displays a list of users IP address' available on their computer (wireless and wired connections) used to allow technicians to quickly identify a users computer based on their IP.

File Renamer

File renamer allows users to quickly rename all files in a directory by allowing the user to free-type the new name of the files into a list, they can also copy and paste the desired file names if required.

- Software Design
 - Software Implementation
 - Debugging Software
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Visual Basic

Skill Level: Intermediate

Various applications such as CD-Rom Auto run applications to help install software packages, small utilities etc.

- Software Design
 - Software Implementation
 - Debugging Software
-

Visual Basic .Net

Skill Level: Advanced

I have used Visual Basic .Net to create several applications during my time at university as well as creating several customised applications that are currently being used at Keele

University in a live network environment, these include:

XP-Lock - A program to lock and unlock various aspects of the Windows operating system to allow technicians access to everything but to restrict unnecessary access to some system resources.

Software List - Creates a text file containing a list of all software currently installed as well as details on which Windows updates and hot-fixes are installed.

Software Licensing Centre – Used to parse the output files created by the Software List application, this program will tell administrators how many copies of each program are installed and if the amount of installations exceeds the amount of licenses that are owned.

- Software Design
- Software Implementation
- Designing software to meet specific needs of students and staff

References

Luke Bracegirdle (Current Employer)
Keele University (School of Pharmacy)
IT Development Manager
01782 584135
l.bracegirdle@mema.keele.ac.uk

Darren Hughes (Former Employer)
Your Choice Electronics
Manager
01782 209111

Please do not contact this reference until after an interview etc.

Spare Time / Hobbies

I spend my spare between socialising with my friends and family as well as indulging in my hobbies which include, reading (mainly biographies), country walks and hikes both locally and around various other parts of the country, visiting historic monuments and ruins etc, playing video games with my friends, eating out with my friends/family, going to the cinema to see new and classic films, and visiting various theme parks.