

# DAN DUNSIRE

Curriculum Vitae

Qualified Web Designer & I.T. Support Engineer

I am an HND qualified web designer, able to work quickly and accurately to tight deadlines. I previously worked for 3 years in BT as a dedicated, hard working, I.T. Support Engineer, working just as easily in a team or on solo projects. I regularly carried responsibility for the operation of the I.T. function in a BT Call Centre supporting more than 1,500 Customer Service Advisors.

By nature I am patient and personable, which I find helps greatly to bring calmness in a deadline driven, stressful environment, helping to smooth difficult situations by encouraging working together to deliver on-time and within budget, to the highest quality.

## IT EXPERIENCE

Hardware & Software

Linux / OS X

Windows NT/98/2000/XP/Vista/7

Active Directory

VNC/Remote Desktop

Microsoft Office

DNS, DHCP, TCP/IP, Eyretel

Telephony Patching

General Desktop Support

Fault Finding

## WORK HISTORY

2011-Present

Freelance

Full range of client web and graphic design including logo work and photography editing.

2008-2010

HND Client Work

This included attending client meetings, developing client briefs, creating initial sketches, producing the design, presenting to the client, final editing and sign off.

2004-2007

I.T. Support Engineer at British Telecom

I commenced work for BT in its Doncaster Call Centre which employs more than 1,500 Customer Service Advisors. My daily work involved second line I.T. support in accordance with strict KPI's requiring attendance within 10 minutes of a logged fault from any of the CSR bays.

2002-2004

GNVQ ICT

2 Year Course at Wakfield College

## MY PORTFOLIO

Work Examples Online

[www.dandunsire.com](http://www.dandunsire.com)

## MY DETAILS

Address

3 Lytham Close,  
Normanton,  
West Yorkshire,  
WF6 1UJ

Date of Birth

21 August 1985

Other Details

Full UK licence, with own car  
+44 (0)7584 161157  
dunsired@gmail.com

## MY QUALIFICATIONS

HND Interactive Media

Web Design & Development

Search Engine Optimisation

Content Management Systems

Advertising on the Web

## MY SKILLSET

Design

Photoshop	Advanced
Illustrator	Advanced
Flash	Intermediate
InDesign	Intermediate
Fireworks	Intermediate

Languages

(X)HTML	Advanced
CSS	Advanced
JQuery	Intermediate
PHP	Basic
MySQL	Basic

CMS

Wordpress	Advanced
Drupal	Intermediate

Other

SEO	Advanced
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## MY INTERESTS

Airsoft,  
Photography,  
Design,  
National Trust visits and walks.