

RICHARD GRAHAM CURTIS

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PROFILE

Skilled and experienced Windows and Microsoft Office user seeking rewarding opportunity in user support role.

EXPERTISE

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| <ul style="list-style-type: none">▪ Microsoft Office (7 years)
(Word, Excel, Access, PowerPoint, Outlook)▪ Windows 2000 (4 years)▪ Windows XP (2 years)▪ Educated to degree level▪ Provides Windows and application support to computer users at all levels, especially one-to-one▪ Able to express technical issues to non-technical people▪ Captures and arranges screenshots to explain functions and procedures to end users▪ General database experience (2 years) |
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ACHIEVEMENTS

- Set up site-wide FAQ to improve employees' IT skills, including MS Word, Excel and email systems
- Offered advice on network usage to inform users and maximise efficiency
- Analysed, queried and filtered relational wiring databases to verify accuracy of drawings.
- Proof-read communications prior to submission to clients.
- Prepared and published technical specifications, test and acceptance documentation using Word.
- Relational database and detailed design and user report produced for CIT-103 assignment. Extract from detailed report at http://www.rich57.co.uk/ents_database.html
- Prepared and delivered training courses using PowerPoint.

WORK EXPERIENCE

Ultra Electronics PMES, Rugeley
Senior Engineer – Navigation Systems
1978 – 2005 (Permanent)

- Developed customisable electronic systems for naval applications using embedded VME and proprietary systems.
- Pioneered project requirements management using DOORS to improve targeting, testability and traceability.
- Achieved acceptance into service of data distribution units for Minehunter vessel.
- Worked with suppliers to achieve successful integration and usability of military GPS.
- Co-operated with other system manufacturers to perform integration tests.
- Set up intranet Office and Email support forums to improve employee IT skills.

GVA Grimley LLP, Birmingham
Intranet Web Developer
March-April 2007

- Re-styled Company Intranet in accordance with visual design requirements and corporate branding.

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EDUCATION AND QUALIFICATIONS

National IT Learning Centre

Jan 2006 – Present

Currently undertaking a self-funded, open and distance-learning course; working towards a Web Design & Development certification. Completed modules include:

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|------------------|--------------|
| ▪ MS Office 2003 | ▪ HTML 4.01 |
| ▪ CSS | ▪ JavaScript |

Future modules include:

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|--------------|---------------------|
| ▪ ASP.Net | ▪ Dreamweaver |
| ▪ XML | ▪ Fireworks & Flash |
| ▪ E-Commerce | |

Cannock Chase Technical College

Sep 2006 – Present

- Adobe Photoshop & Image-Ready (part-time)
- Adobe Dreamweaver (part-time)

Reading University

1978

- BSc: Cybernetics and Control Engineering.

TRAINING RECEIVED

- Health & Safety Awareness
- GroupWise Email
- MS Word (advanced)

TRAINING DELIVERED

- Operator & Maintainer Training for SHOLIS - a flight operation safety system
- Officer & Maintainer Training for a Minehunter Navigation Data Distribution System