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# PAUL HOLMES

07875 203 257 · paul@synae.co.uk

## EDUCATION

University of Glasgow, U.K – BSc (Hons) Computing Science, **First Class** *Sep. 06 – May 11*  
Firrhill High School, Edinburgh, U.K. *Aug. 99 – May 05*  
2 Scottish Advanced Highers (English and Computing, **AB**), 5 Highers (inc. English and Maths, **AABBC**)

## ACADEMIC AWARDS

Amor Senior Honours Project Prize, *University of Glasgow* *Jun. 11*  
Computing Science Senior Honours Class Prize, *University of Glasgow* *Jun. 11*  
IBM Junior Honours Team Project Prize, *University of Glasgow* *Jun. 10*  
Computing Science Junior Honours Class Prize, *University of Glasgow* *Jun. 10*

## PROFESSIONAL QUALIFICATIONS

ITIL Level 3 Service Manager: Foundation *Sep. 08*  
Microsoft Certified Technical Specialist: Configuring Windows Vista *Aug. 08*

## EMPLOYMENT

Web Developer, *Mucky Puddle* *Oct. 10 – Present*

- Primarily focused on developing custom, feature-rich components for the Joomla! content management system, using PHP, MySQL, XHTML and AJAX technologies
- Built high-impact, visually compelling web sites using design briefs and mock-ups from the in-house creative team
- Liaised with clients to elicit requirements, understand project briefs and manage customer expectations

Java Programming Tutor, *University of Glasgow* *Sep. 10 – Dec. 10*

- Tutored a group of 20 second-year university students in the Java programming language
- Presented new programming concepts and theories, explaining each in detail, and answered questions from novice programmers

Analyst, *Accenture* *Jul. 10 – Aug. 10*

- Completed an 8 week placement on a large-scale SAP ERP migration project for a global pharmaceutical company
- Organised data mapping workshops involving, amongst others, client legacy system leads, functional work stream leads and system users, in order to plan ETL processes
- Performed SAP data object analyses in preparation for data mapping workshops, extracting field-level SAP transaction information and mapping this to legacy system fields

I.T. Demonstrator, *University of Glasgow* *Sep. 09 – Jun. 11*

- Provided I.T. assistance to users of the university's I.T. systems, maintained and serviced hardware and software and provided advice on general computing issues

Technical Account Manager, *Microsoft*

*Jul. 08 – Aug. 09*

- Acted as a ‘trusted advisor’ to customers, aiding in the process of technical issue resolution, organizing focused events to improve the state of customers’ IT environments, and working as a point of contact for all queries about Microsoft and our services for my customers
- Organised several internal projects to improve the quality of service to our customers, presenting the results to the entire Microsoft UK organisation
- Received exceptionally positive feedback from customers in our twice-annual customer surveys specifically regarding the quality of service

Assistant English Teacher, *Junten High School (Tokyo, Japan)*

*Aug. 05 – Aug. 06*

- Team-taught 12 to 18-year old students English language, grammar and culture, using both textbooks and self-prepared materials
- Taught adult students from a variety of backgrounds (school staff, council employees and members of the community) as part of several classes on a weekly basis, which required writing lesson plans and marking assignments
- Involved in volunteer & charity work within the local community, including volunteer work at a community outreach project, a nursery and completion of a 10km run for charity
- Gained knowledge of the Japanese language to level 4 / 四級-equivalent proficiency

## SKILLS

My core skills are within the field of computing science and information technology. I am proficient in multiple programming languages (including Java, Haskell, and the PHP/MySQL/JS/XHTML web development stack), service management, multi-tier support and servicing / installation.

I specialised in my fourth year of university in information retrieval, which culminated in a final project utilising an open-source retrieval platform to create a Twitter / social media analysis toolkit – streaming, parsing and indexing tweet data, retrievable through a unique analytical application.

I am articulate, reliable, a confident orator and happy working ‘client-facing’ or ‘behind-the-scenes’. My experience so far within the I.T. world has been fairly wide, across many types of client, business and project. I hope that any future work I undertake will further broaden my skillset.

## INTERESTS

I am a keen computer user, keeping up with news and developments in the field, building and fixing machines and helping out friends and colleagues. I also enjoy the video gaming scene, and when not playing games I often find myself trying to write my own.

When not with keyboard or controller, I try and keep my Japanese language skills sharp at the university Japanese society, meeting for workshops and speaking sessions. I also occasionally embarrass myself at the Scottish country dancing group and at ceilidhs, or failing that, gigs in and around Glasgow. It’s a great place for music.

I’m also a keen traveller, when time permits. After travelling around Japan and Hong Kong in my year teaching abroad I have a real desire to travel further. So far I’ve managed to take in a rail trip around Western Europe in January 2011 and a second trip to Japan in March 2009.

## REFERENCES

References are available on request.