

GREGORY MIELL

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Personal Statement

I am a strong team player, who has good listening skills, the ability to meet targets and to work under pressure. I am willing to take on a challenge, to learn and to develop new skills. I have worked in customer service and telephony, which has given me valuable experience in dealing with demanding customers.

I have a strong enthusiasm for computers and love to problem-solve and understand technologies; thus far I have experience in administering Windows 2000/XP/Server 2000 & 2003, Active Directory, Exchange Server 2003, Office 2003 and Linux systems, alongside experience developing web based content using PHP, MySQL, XHTML, CSS and jQuery.

I am experienced in the use and support of many ICT applications, including Microsoft Office, Visual Basic for Applications, Northgate HR Systems and web authoring. To improve these support skills I am currently studying towards the Microsoft Certified Desktop Support Technician qualification. I have used Visual Basic for Applications extensively for scripting within Excel and Access to import data from different sources (SQL and CSV amongst others), manipulate and format data, and to produce semi-automated reports.

Technical Skills

Programming:

PHP, MySQL, XHTML, CSS, Javascript (with jQuery), Java (Basic & some Android), Visual Basic

Applications:

Microsoft Office, Microsoft Exchange, OpenOffice, Eclipse IDE

Operating Systems:

Ubuntu & Debian Linux, KVM, Microsoft Windows 7/Vista/XP/2000 and Server 2003, and other Linux/UNIX distributions

Network and Communication Technologies:

Avaya IP Office, Asterisk VoIP, FreeNX

Employment History

Freelance, London

October 2009 – Present

Web Developer/Graphic Designer

- Liaising with clients to produce satisfactory website and business card designs.
- Developing both professional and personal projects in jQuery, CSS, PHP and MySQL.
- Using jQuery Plugins (Ajaxify, Timers, Corner, EzPz Hint) to add extra behaviours and functionality to the jQuery library.
- Maintaining code-bases and supporting client requests for functionality.
- Providing CMS training for clients.
- Maintaining web hosting platform to ensure minimum 99% uptime.

Listen Limited, London

May 2009 – Present

Database Administrator and Systems Integration Analyst

- Liaising with client data teams to ensure smooth transfer of data.
- End-to-end setup and management of databases and reports for telefundraising campaigns.
- Manipulation of data supplied by clients and external agencies to prepare it for calling.
- Setting up fulfilment templates and managing the fulfilment processes.
- Preparing and automating custom reports using Excel.
- Automating data exports from our web based dialler system using PHP scripts.
- Automating our data import and reports.
- Designing a new database system (web based using PHP and MySQL) to integrate separate data processes (reporting, dialler data management, client data transfer, and fulfilment printing).
- Support of internal computer systems (Windows XP/Server 2003, Office 2007) and Avaya VoIP phone system, including liaising with external suppliers of SDSL, leased line, telephone lines.
- Training new members of the management team in the data and fulfilment processes.
- Providing ongoing data support to members of the management team.
- Setup and testing of an Ubuntu Linux SFTP server for secure client data transfer.

Hostroute, London

October 2009 – April 2010

2nd Line Support Engineer and Customer Service Representative

- o Processing support requests through a ticket based support environment.
- o Remotely supporting Linux based servers, both through cPanel and Secure Shell.
- o Reassigning and escalating support tickets where they need input from a different department.
- o Troubleshooting and fixing cPanel hosting accounts, DNS records, billing issues and invoices on a variety of different internal CRM systems.
- o Providing advice on available products for new and existing customers.
- o Processing orders for new/renewing domain names, web hosting accounts, reseller accounts.
- o Troubleshooting a variety customer issues, including server connectivity, email, and database issues.

Carillion Planned Maintenance, London

August 2007 – January 2009

Projects Administrator, Human Resources

- o Data manipulation and compiling for different reporting scenarios.
- o Designing and generating regular reports including: HR Month End Report, Absenteeism Report, and Staff Turnover Reporting.
- o Writing letters and compiling data for Transfer of Undertakings (Protection of Employment) scenarios.
- o Preparing, controlling and analysing the annual pay review process for over 2000 employees, using a spreadsheet based process.
- o Producing spreadsheets for budgeting, recruitment and other HR functions.
- o Using Visual Basic for Applications to make the reporting functions more user-friendly.
- o Providing IT support for colleagues, including support for Northgate PS2000 HR Systems.
- o Developing and supporting updates for Northgate PS2000.

British Telecommunications PLC, Canterbury

May 2006 – June 2007

Telesales - Broadband Inbound Consumer Sales

- o First point of telephone contact for new and existing customers.
- o Processed orders from customers wishing to buy BT products.
- o Presented products to customers, up selling where appropriate.
- o Transferred calls to appropriate departments where calls had been routed incorrectly.
- o Providing support for colleagues using a new order processing system being implemented.

Education and Qualifications

Dover Grammar School for Boys

1998-2003

GCSE

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| o Business and Communication Systems | A |
| o Information & Communication Technology | B |
| o Mathematics | B |
| o Office Applications | B |
| o English Language | B |
| o English Literature | C |
| o French | C |
| o Design & Technology: Systems & Control | C |
| o Science (Double Award) | CC |

City & Guilds

- o International Radio Amateur Examination.

Hobbies & Interests

- o Amateur Radio, I have a valid UK license, own two transmitters and a data transmission modem which uses the AX.25 protocol.
- o Learning about Linux and it's intricacies.
- o Programming in Java & PHP.
- o Telecommunications and VoIP using Asterisk.
- o Learning about and programming for Android.
- o Listening to Music and seeing bands play live.

Referees

Available on request.