

Paul Cloke

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Newton Abbot, Devon

ABOUT ME

For a long time I have been interested in web technologies, web development methods and back-end systems. I frequent a few forums and offer my assistance in areas of PHP/HTML, CSS, Wordpress and jQuery. I have worked for several years with these technologies - in my spare time. With this in mind I would love to join a company who would take these skills and provide me with an outlet, and chances to expand my knowledge.

EMPLOYMENT

Customer Service Engineer

South West

NCR Services

October '08 - Present

NCR is a world leader in transactional relationships providing 'self service' solutions for the financial and retail sectors. My role is to support the existing Hardware and Software base of NCR's Customers (including Sainsbury's, Tesco, Lloyds Banking Group, CISCO and Dell).

Skills: Customer Service Interactions, Hardware Diagnosis, Managing inventory of spare parts, OS installation and Maintenance, Remote Support, RAID configuration and other Redundancy Configurations, CISCO RSTech, Network setup, Dell ESF2 Lite.

Data Assistant

Exeter, Devon

LIG Solutions: Landmark Information Group

March '08 - October '08

LIG Solutions provided bespoke geospatial solutions. Web based spatial data for government departments (transport.gov, EPC Register) and other smaller projects. My role on the data team was mostly data entry and ensuring data accuracy.

Skills: Working within large Access databases, working within custom database web frontends, working with Geospatial Mapping tools, deduplication of data.

Customer Advisor

Exeter, Devon

EDF Energy

January '07 - March '08

EDF energy is a major energy supplier. My role was in the revenue and collections department, collecting overdue payments, considering alternative payment options.

Skills: Customer Negotiation, Meter Exchange Accuracy, Energy Consumption Analysis, Payment plan calculations.

OTHER WORK/SKILLS

Web Development

clokey2k.com

May 2004 - Present

This has been an outlet for my web-development ideas for sometime and has changed a lot over the last 10 years. The current iteration is generated using DocPad on Node.js and the static files deployed to my hosting. Previously the site used Wordpress and my second custom made theme - I am a big fan of Wordpress but my hosting does not manage PHP instances very well anymore. Before Wordpress the site was built with PHPNuke. I have also used the hosting to test codeigniter applications.

Skills: Wordpress - Custom themes, custom functions, SEO safe practices; CodeIgniter - PHP/MySQL, Uploading files, parsing CSV; Javascript - jQuery, Modernizr; Node.JS / NPM; WAMP; GIT; HTML5/CSS; Responsive Web; Google Analytics; Google AdSense;

Other Websites

Newton Abbot Acupuncture:

A small site designed around a simple Wordpress Template for an Acupuncturist; Site is offline as the customer no longer offers the service.

Grimsforge:

A custom site that was designed to compliment the customers eBay store. Built using Expression Engine and integration some programmed PayPal integration. Site is offline as eBay upgraded their store functionality.

Simon Illustration:

A gallery website using Piwigo to assist an art student friend of mine. It uses a stock template with some minor modifications.

Other Skills

Some C# programming.

Windows, Linux, Mac proficiencies.

SSH and Remote Terminals

Some Java / Java for Android programming.

Microsoft Office proficiencies

EDUCATION

A2 Level (June 2003)

*Knowles-Hill School (Inc. Sixth Form)
Newton Abbot, Devon*

Applied Mathematics:	C	Physics:	D
ICT:	E		

GCSE (July 2001)

*Knowles-Hill School (Inc. Sixth Form)
Newton Abbot, Devon*

Mathematics:	A	Science (Double):	B (B)
English Literature:	C	English Language:	C
Geography:	B	Electronics:	C
Business Studies:	C	Drama:	B
French:	C		

OTHER INTERESTS

I enjoy walking, especially around Dartmoor or Dawlish sands. Having lived in the area all my life I know plenty of locations to relax - although, with a dog to bring with me, relaxing sometimes turns into ball chasing. But at least there is always a reason to go for a walk!

I play PC and Console games, and often involved in the gaming communities. I also sometimes play tabletop games with friends.

I'm love cooking, although I don't get to spend much time doing so - I watch a lot of it though on the Good Food Channel or on YouTube.

REFERENCES

Additional references may be available on request.

Thank you for your consideration.
Paul Cloke