

# Curriculum Vitae

Joseph Bunting

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## Employment History

### Derby Royal Infirmary ( NHS )

#### **Business Support Analyst April 2005 – April 2006 ( Contract )**

Providing reporting and analysis on the existing and planned IT expenditure and tracking equipment through the system from it's proposal to it's installation.

This role primarily involves developing Crystal Reports to report on a variety of SQL Server databases. In addition I am also responsible for desiging and managing various MS Access and SQL Server databases and providing occasional support for Hospital Staff as and when required.

### Activant Solutions

#### **1<sup>st</sup> and 2<sup>nd</sup> Line Support Feburary 2005 ( Contract )**

My role here was to provide 1<sup>st</sup> Line Support for Activants customised stock control software and manage calls and provide 2<sup>nd</sup> line support and fixes for Windows Desktops and Servers.

### Cap Gemini Ernst & Young November 1999 – April 2004

#### **ACD Administrator / Crystal Reports Writer 2002 – April 2004**

Managed the day to day ( 24x7 ) operation of 3 Aspect ACD systems covering 3 sites and providing telephony for up to 400 analysts and 150 clients.

Successfully developed and implemented a flexible and reliable reporting solution using Seagate Info, Visual Basic and MySQL to deliver detailed reporting on all clients, service centre staff and switch usage on a daily basis.

Designed from scratch a web based reporting tool to access Oracle & MySQL databases using PHP and an Apache web server in order to fulfil our contractual obligations to a client and avoid large penalty payments.

#### **Intranet Developer January 2001 - Sept 2002**

Designed, built and implemented a comprehensive dynamic web based knowledge management system to replace legacy paper based procedures for over 20 clients.

Introduced automated process to replace manual data entry and communications which saved an average of 500 hours work per week.

Automated a number of reports previously created manually saving resource time and eliminating transcription errors.

Built and managed an Apache web server to provide a reliable platform for distributing documentation and procedural information.

### **Out Of Hours Analyst November 1999 - January 2001**

Provided 1st and 2nd line support to over 20 diverse clients.

Performed first time fixes on a number of different applications running on a variety of hardware - O/S platforms including: IBM Unix mainframes, AS/400 Job Administration, MS Applications and O/S, Unix / Novell / NT password resets.

Pro-actively managed calls with a number of 3rd party resolution teams to ensure issues were being dealt with according to Service Level Agreements.

### **HSBC & Others May 1999 - November 1999**

Various temporary positions including work on a Year 2000 compliance project for HSBC.

### **Lombard Sales Finance October 1997 - May 1999**

#### **Dealer Liaison Clerk May 1998 - May 1999**

Acting as the first point of contact providing business finance and leasing to a range of brokers and dealers.

Developed computerised alternative to original paper based underwriting system which was widely adopted and increased productivity whilst improving record keeping.

Managed the Spinks ordering system and brought reply times under a 4 hour deadline 96% of the time thus improving overall office turnaround times.

#### **New Business Clerk October 1997 - May 1998**

Responsible for loading finance applications and aliasing with a dealership network to provide feedback on their applications.

### **Older Positions**

**Bass Breweries, Bar Tender October 1996 - October 1997**  
**Fairbairn Services, GIS Operator January 1995 - August 1996**

### **Education**

**Microtech Ltd September 1993 - February 1994**  
Gained an NVQ Lvl 3 in Software Applications

**Nottingham Trent University September 1992 - June 1993**  
1st Year of an HND Computer Science course

**Dame Elizabeth Cadbury School Until June 1992**  
3 A-Level and 9 G.C.S.E passes.

### **Personal Interests**

I enjoy Scuba diving ( both cold and warm water ) and have held a PADI Advanced Open Water certification for the past 18 months. During this time I have been lucky enough to dive on the Great Barrier Reef and in numerous, colder, locations around the British Isles.

I also have an active interest in computing technology in general and the Linux Operating system in particular.