Bronwen Sullivan

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WEB DESIGN | TECHNICAL SUPPORT | ACITP CERTIFIED | INNOVATIVE

- Self-motivated, solution-oriented Technical Support professional, MCP Certified with an ACITP Certificate in Web Design, and experience in creating web sites using HTML, FrontPage and DreamWeaver Studio MX.
- Performance record for quickly and effectively resolving unexpected difficulties and working closely with clients to provide a high quality of customer service and satisfaction.
- Seeking secure a challenging position in web design within a progressive business environment, where skills and experience may be applied, with the opportunity for further self-development.

KEY SKILLS

- **Web Design**: Association of Certified IT Professionals (ACITP) Certificate in Web Design.
- **Training**: Experience gained in teaching IT skills as a Software Trainer, Kumon Maths and pre-school teacher, developing and planning educational programmes.
- **Administrative Management: Prepares documentation thoroughly and maintains** accurate records.
- **Analytical**: Able to recognise areas of system requiring development.

IT TECHNICAL SKILLS

- Highly proficient user of Microsoft Office 2003, Microsoft Retail Management System, Corel Suite 8, DreamWeaver, FrontPage, Quicken, SAGE and Quickbooks.
- Basic skills in Adobe Photoshop, Paint Shop Pro, Flash MX, Studio MX

PROFESSIONAL EXPERIENCE

Prime Consultancy Ltd, Tonbridge, Kent   **2017–Present**
Consultancy focused on …

Technical Support

Recruited as second line support to resolve general database queries by telephone, CRM or email on a customer IT support desk for retail users of Microsoft Retail Management System, escalating to Development Team. Configure and install hardware and software solutions to retail customers onsite or remotely. Test and document new or upgraded systems for the Developers before release to retail customers.

- **Successfully managed the migration of several clients** from existing retail software systems to Microsoft Retail Management System, installing hardware and software.
    - Trained management and staff members, ensuring that system met with their specific requirements, redefining code in XML files when necessary.
    - Maintained a high level of after-sales care as main point of contact.
- **Maintain all hardware and software**, purchasing new equipment when necessary and troubleshooting any potential problems.
- **Provide and deliver online training** to multiple users using 'GO TO MEETING'

Dr Kathryn Frank – Dental Surgery, Southborough   **2014–2017**
Practice Manager

- **Implemented an entire office IT system,** from basic administrative materials and stationery, through to accounts. Redesigned and printed in-house all patient communication leaflets using MS Publisher. Designed and created a web site using FrontPage.
- **Key player in the introduction of a digital radiation system.** Trained staff members to use software and wrote a training manual covering all processes used within the practice for both nursing and office staff.

Atlantic Palace Hotel, Lincolnshire   **2013–2014**
Conference Supervisor/HR Administrator

- **Created a basic database using Access** to track employment records for the hotel.
- **Managed the Personnel office** for two months in the absence of an HR Manager.

TRG Kumon Centre, Johannesburg, South Africa   **2012–2013**
Franchisee Owner/Part-time Teacher

- **Built a highly successful new Kumon Maths franchise** from zero to 40+ students over a two-year period.

STAR Computer Link, Cape Town, South Africa   **2011–2012**
Software Trainer

- **Introduced the STAR Computer Link programme into a school environment**, training children aged 5-14 years in the use of MS Office and Corel Suite 8. Improved confidence levels of children in the use of IT systems.

PRE-2011

Early career in South Africa, trained as a Dental Nurse before moving into a commercial environment. Worked in a variety of senior administrative management roles before starting teaching in 1995.

TRAINING & DEVELOPMENT

Association of Certified IT Professionals (ACITP) Certificate in Web Design, Home Learning College, 2018

MCP Certified – Microsoft Vista Client Configuration: Self-study, 2018

HNC in Computing, London South Bank University, 2018

Diploma in PC Support, 2011

A+ Certified Profession Comp TIA, 2011

3 A Levels

INTERESTS

Technology, current affairs and keeping fit