

# Richard James Thomas, B.Sc. Hons

Contact details are available on request.

Telephone: Available on request.

Email: [rich@rjthomas.eu](mailto:rich@rjthomas.eu)

Web: <http://rjthomas.eu>

## Profile

A self motivated, task oriented, open, approachable and conscientious student with excellent interpersonal skills. Ability to both lead and participate in multi-functional teams, working with and presenting to people at all levels.

## Significant Achievements

- Attained a First Class BSc. Honours degree in Computer Science at the University of Birmingham.
- Accepted to study a Masters degree in Computer Security at the University of Birmingham.
- Winner of the 'IBM University Team Challenge' prize for work on the 'Team Java' module.
- Commended for the 'Above and Beyond Award' in the National Student Employee of the Year Award for a series of projects undertaken whilst working with IT Services at the University of Birmingham.
- Recognised and awarded a prize by the University of Birmingham IT Services Management for co-ordination of the Office 365 Implementation project.
- Honoured as Star Student at Thomas Telford School for creating Adobe CS5 tutorials for fellow students.
- Received the Curriculum prize for IT achievement in the upper Sixth Form at Thomas Telford School.

## Employment

*2011-* **University of Birmingham, Edgbaston, United Kingdom**

*Present* *Service Desk Analyst, IT Services*

- Providing frontline support to staff and students outside of core office hours to maintain an exemplary service to the ITIL Framework standard.
- Designing and Implementing a Virtual Infrastructure (VI) for the Service Desk running VMware ESXi as part of the Disaster Recovery plans.
- Engaging with the Office 365 Project Team to deliver the Office 365 Student Experience and provide technical support for students on Office 365 and its Authentication Platform.

*Student Ambassador, School of Computer Science*

- Welcoming prospective students to the University, showcasing the Final Year Project and demonstrating the facilities and scope the University has to offer.
- Demonstrating robotics masterclasses to local school students as part of the University's Outreach Programme.

## Work Experience

*2013* **Beeswift Limited**

- Working with the Marketing and IT Teams to develop and introduce the company's new website, updating the underlying codebase and writing batch scripts to simplify the processing of the image library to meet the requirements of the new website. Developing a web-based delivery of PDF datasheets to allow them to be streamed directly to the client in real-time.
- Assisted in the upgrade of the company systems from Progress OpenEdge 9 derived applications to Progress OpenEdge 11 including the migration from a physical to a virtual infrastructure.
- Rewarded through positive feedback and financial award from the Gerber Goldschmidt Group Company executives and the Managing and Financial Directors and Marketing and IT Managers of Beeswift.

## Skills & Competence

### Programming Languages

- C
- Java
- OCaml
- Prolog
- SQL
- Web Technologies (HTML/CSS/JSP)

### Applications and Frameworks

- Adobe Creative Suite Technologies
- CAD/CAM
- L<sup>A</sup>T<sub>E</sub>X
- Mercurial Version Control
- Microsoft Office Suite
- Subversion Version Control

## Education

### 2011- BSc Computer Science

2014 *University of Birmingham*, Edgbaston, United Kingdom

Attained: First Class B.Sc. Honours Degree

*Dissertation:*

“7Wonders – A Collaborative Learning Platform with Early-Warning Detection”, with particular consideration for system integrity and security. *Supervisor:* Professor Achim Jung

### 2011 A-Levels

*Thomas Telford School*, Telford, United Kingdom

Subjects Studied:

- AGCE Chemistry (OCR A): Attained: A.
- AGCE History (OCR B): Attained: A.
- AGCE Mathematics (OCR MEI): Attained: A.
- AGCE Applied ICT (OCR): Attained: B.

### 2009 Extended Project Qualification Level Three

*New College Telford*, Telford, United Kingdom

Completed in parallel with studying for GCSE certificates at Wrockwardine Wood Arts College.

Attained: A.

### 2009 GCSE

*Wrockwardine Wood Arts College*, Telford, United Kingdom

Awarded

A\*: 5, A: 8, B: 2

## Training and Development

- Apollo 13 ITSM Simulation - understanding how the ITIL Framework applies to IT Services within the University in preparing, launching and supporting a service through its lifecycle.
- Involved in the procurement for the University of Birmingham's new iVLE by reviewing and testing proposals to provide support in the decision making process.
- ServiceNow Foundations and Performance Analytics eLearning courses to further expand knowledge of the ServiceNow IT Service Management System.

## References

*References are available on request.*

## Personal Interests

- Tae Kwon Do - attained Red Belt status.
- Cooking - watching food programmes and experimenting with recipes.
- Typography and its application in brand imaging and perception.

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<http://rjthomas.eu/cv/cv.pdf>