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|  | Andrew StevensVisualfiles Developer |  |
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| Contact07485041755apstevens79@gmail.com | ObjectiveTo obtain a software development role that allows me to enhance my technical skills and knowledge in programming languages and frameworks. As a highly motivated individual, I am committed to continuously improving my expertise in software development to drive innovation and deliver high-quality solutions. I am seeking a challenging role where I can collaborate with a talented team of developers and work on complex projects to grow my skills and achieve success in my career. |
| Key skillsHTML CSS JavaScript JavaC# PythonSQL | ExperienceOctober 2022 - PresentVisualfiles Developer • Essex County Council* Provide specific technical expertise and skills to deliver services to Essex Legal Services and Partners, addressing complex issues raised from system users and working on projects to provide assistance and solutions to clients.
* Analyse business process requirements, developing solutions to support Essex Legal Services goals and vision, driving the delivery of productivity and efficiency improvement.
* Use specialist technical knowledge to advise, adapt and introduce new processes and procedures that support case management and comply with SRA and other statutory requirements.
* Understand the complex, interdependent, and wide-ranging business requirements of clients/partners, providing them with a valued service.
* Provide analysis, design, implementation, and support, documenting activity for a range of solutions appropriate to the business needs of Essex Legal Services and Partners.
* Communicate the functionality of business solutions to all levels of users, including senior managers, through group and individual training sessions.
* Create comprehensive training manuals to support business solutions that are clear, concise, and easily understood by users.
* Collaborate with colleagues to develop current and future business development opportunities.
* Update and develop the website, including understanding and reporting on website data analytics and how they can be used effectively.
* Meet specific individual and shared targets and objectives defined annually within the performance management framework.

October 2021 – October 2022Service Fulfilment Analyst • Essex County Council* Provide high-quality service fulfilment of requests, ensuring that they meet service level agreements (SLAs) and are delivered on time.
* Ensure that all requests are accurately recorded, prioritised, categorised, and assigned to the appropriate team member for resolution.
* Conduct thorough investigations to determine the root cause of issues and ensure that appropriate actions are taken to resolve them.
* Escalate complex issues to the appropriate level of management or technical support staff for timely resolution.
* Monitor the status of all requests and proactively communicate progress updates to customers and stakeholders.
* Identify opportunities for service improvements, making recommendations to management and other relevant stakeholders.
* Maintain accurate and up-to-date records of all requests, ensuring that documentation and reports are readily available for analysis and reporting.
* Ensure compliance with service management policies, procedures, and standards, including those related to security, privacy, and risk management.
* Collaborate with other service delivery teams to ensure that end-to-end service delivery is optimised and customer satisfaction is maximised.
* Maintain a high level of customer service, ensuring that all interactions are professional, courteous, and timely.

 April 2021 – October 20211st Line Support Analyst • Essex County Council* Provide high-quality first-line technical support to internal and external customers via phone, email, and other communication channels.
* Log all incidents, requests, and problems in the appropriate ticketing system and ensure that they are assigned to the correct team member for resolution.
* Troubleshoot and resolve hardware, software, and network issues using appropriate tools, techniques, and resources.
* Escalate complex issues to second-line or specialist support staff as required and ensure that they are resolved within agreed service level targets.
* Monitor the status of all incidents, requests, and problems and proactively communicate progress updates to customers and stakeholders.
* Identify opportunities for service improvements, making recommendations to management and other relevant stakeholders.
* Maintain accurate and up-to-date records of all incidents, requests, and problems, ensuring that documentation and reports are readily available for analysis and reporting.
* Ensure compliance with service management policies, procedures, and standards, including those related to security, privacy, and risk management.
* Collaborate with other support teams to ensure that end-to-end service delivery is optimised and customer satisfaction is maximised.
* Maintain a high level of customer service, ensuring that all interactions are professional, courteous, and timely.

April 2019 – October 2020Information Technology Officer • Age UK Essex* Providing technical support and troubleshooting for hardware and software issues to staff members.
* Managing the organization's databases and ensuring the security and integrity of the data stored within them.
* Installing, configuring and maintaining computer systems and software.
* Collaborating with other departments to develop and implement new technology initiatives to improve the efficiency of the organization.
* Creating and delivering training sessions to staff members on the use of new technology and software.
* Managing the organization's website and ensuring that it is up-to-date and meets the needs of the organization and its users.
* Managing the procurement and inventory of technology equipment and supplies.
* Ensuring compliance with data protection and other relevant legislation.
* Developing and implementing IT policies and procedures to ensure the security and proper use of IT resources.
* Keeping up-to-date with new and emerging technologies, and evaluating their potential to improve the organization's IT infrastructure and services.
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|  | ReferencesAvailable upon request.  |
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