

ANDREW WATERHOUSE

An Ambitious IT Professional

PORTFOLIO

 www.andrewwaterhouse.com

CONTACT

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TOP PROJECTS

DAME ALICE OWEN'S INTRANET

- Tasked with creating a new intranet for the school
- Transformed a dated, static site to a responsive, modern one
- Liaised with users and societies to perfect the site
- Homepage of over 2,500 students and teachers
- Easily maintainable with documented guide
- Built in HTML, CSS and Javascript


REFERENCES

Greg Spanner,
Travel Counsellors
IT Helpdesk Manager

 0161 464 5223

 greg.spanner@travelcounsellors.com

Pauline Stewart,
Dame Alice Owen's School
Network Manager

 01707 643441

 pauline.stewart@damealiceowens.herts.sch.uk

CURRENT SITUATION

I am currently working as an IT Support Analyst for Travel Counsellors and wish to move in to the development stream of IT. I have a wealth of experience creating websites and a first class honors in Computer Science. In my spare time, I'm studying web development courses as I seek a Front End Developer role. My hobbies include publishing a book and I'm looking for a role that will harness my technical ability as I look to build my career ladder.

PROFESSIONAL EXPERIENCE

TRAVEL COUNSELLORS

2016-2017

I.T. Support Analyst

Since the big move up to Manchester from London, I work as an IT Support Analyst for Travel Counsellors. Working for a company with over 1,500 franchisee's across the globe, I support any technical issue they have. Typical examples would be troubleshooting VPN connectivity, setting up specialist flights software and assisting with telephony issues. I'm the top performer for our department and also developed the tcservicestatus.com website to further extend our services.

DAME ALICE OWEN'S SCHOOL

2014 - 2016

I.T. Network Technician

For two years I worked as an IT Technician in one of the top ten schools in the country. A vast amount of administrator experience was gained including Active Directory and Exchange. Day to day activities would include troubleshooting user profile issues, managing Active Directory and resolving hardware issues. Toward the end of my time at Dame Alice Owen's, I went above my role by transforming their intranet with a professional redesign which can be seen on my portfolio.

DRIVE SOFTWARE SOLUTIONS

2012 - 2013

Technical Analyst, University Placement

For my placement at university, I worked closely with developers and testers of a specialist software house. The role was to ensure corporate customers received unique code within SLA's. I performed a variety of technical tasks from Test Prep to Patch Building for Oracle Databases.

WALT DISNEY COMPANY - DISNEY INTERACTIVE

JULY 2012

Internship

I briefly worked at Disney Interactive in an internship where I worked upon Disney's video games. I was able to gain incredible insight in to what happens in the gaming industry while I worked on Club Penguin affiliate marketing material.

SAINSBURY'S

2010 - 2012

Sales Assistant

My first job was as a Sales Assistant at my local Sainsbury's. Here I was responsible for stock checks, replenishment and customer service.

MORE EMPLOYMENT INFO CAN BE FOUND ON PORTFOLIO...

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EDUCATION

University of Hertfordshire, **2010 - 2014**
First Class Honors BSc Computer Science (Artificial Intelligence)

Dissertation Details

Artificially Intelligent Pac-Man Project (74%)

I iteratively programmed Pac-Man to be artificially intelligent as it attempted to complete the retro game by itself. Using Netlogo, a specialised Artificial Intelligence language, I was able to program progressively more efficient agents. It yielded interesting results which can be found in my 15,000 word report on my portfolio.

ADDITIONAL EDUCATION

Chancellors Sixth Form,

A Levels

Business Studies - A

ICT - B

Geography - B

BTEC National Award

Media Studies - Merit

Chancellors School,

GCSE'S

Maths - B

English Literature- B

Science- B

10 other GCSE's, all C grade

INTERESTS AND HOBBIES

There's No Place Like Summer Camp

I'm currently in the exciting process of publishing my own book. It's due for release in 2018 which will detail what it's like behind the closed doors of American Summer Camps.

That's Your Best Bet

In my spare time, I like to run a casino website. That's Your Best Bet has been a project of mine for the last 4 or so years. It provides promotional offers for budding gamblers. Made with a variety of languages and tools, That's Your Best Bet is my business venture. Utilising affiliate links, the site is going strong while I embrace my entrepreneurial spirit.


Volunteering with Camp America

In 2014 & 2015, I volunteered at a summer camp through the Camp America program. Taking that step out of my comfort zone, volunteering in a foreign country with 8-15 year olds was the best experience of my life. Leadership skills and independence were two main skills that soared because of this once in a lifetime experience.

YouTube - CraftedGenius

I enjoy gaming so made it in to another hobby of mine, to record and upload gameplay commentaries. With 1,000,000 views and 6,000 subscribers to date, it's a hobby that allows me to unwind and relax in front of the camera while my editing skills improve.

WEBSITES I MADE

 www.thatsyourbestbet.com

 intranet.damealiceowens.com

 tcservicestatus.com

 andrewwaterhouse.com

TOP PROJECTS

TC SERVICE STATUS

- I created a service status website to aid Travel Counsellors with widescale outages
- Created in Wordpress, I custom built the website with plugins and tweaked themes to fit the company's desires
- I created users to administer the website
- A responsive website designed to work on all platforms
- Aids the IT Helpdesk team where one update here dramatically reduces call volume in major outages
- The site has since been added as a link on all new laptop builds and device enrollment on to Azure AD.
- Keeps an archive of outages to aid change for the department

ADDITIONAL INFO

SCHOLARSHIP

At the University of Hertfordshire, I was awarded a Chancellors Scholarship for the 400 UCAS points I had. This helped contribute toward my 1st class honors in 2014.