

# ANDREW WATERHOUSE

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## PERSONAL OVERVIEW

I work as a Web Designer and I have a strong computing background. In my position, I create and manage a portfolio of mostly WordPress created websites. I'm in regular contact with customers to create a website that excels business needs. My day-to-day tools consists of tools like Elementor, WpBakery, Woocommerce and delve into custom code with Visual Studio. I also design infographics and social media templates with tools like Photoshop as part of the role. In my spare time, I've self-taught web design by creating sites, games and apps in Javascript, CSS, Bootstrap, HTML and recently, SASS. All of which are available on my portfolio website. My technical background comes from a first-class Computer Science degree and multiple years of experience being a Second Line Analyst. Web design has always been a passion of mine, often creating websites for companies while working on the service desk or in my spare time. Further in this CV are examples and my portfolio is linked at the top of the page.

## PROFESSIONAL EXPERIENCE

### Engage Web – Web Designer | Aug 2020 to Present

- Responsible for designing and building websites and marketing funnels for clients, setting up and updating social media accounts, social media ad campaigns and updating existing websites.
- I liaise with Account Managers and directly with clients, am involved in client meetings, work on the formation of web design briefs and build websites to an agreed specification.
- HTML, CSS and WordPress form a core function of my role where I create and amend website builds. I am the point of contact for any customer queries for their websites.
- I create other media like Infographics, presentations, social media assets and brochures for customers as well as internal use. To create such media, I use tools like Adobe Photoshop and the Microsoft Office Suite.
- Back-end website support, supporting customer with a WHM configuration setups and their cPanel to manage server-side settings like DNS Management, quotas, and package upgrades.

### Ebb3 – Second Line Analyst | March 2019 to Aug 2020

- Led a team to create an IT service desk from scratch. Single-handedly setup our ticketing system, creating dashboards, queues, workflow rules, training sandbox and customer portal.
- Created a new intranet for the company, which provided better management of increasing number of policies + procedure documents for ISO 27001.
- Revolutionised ebb3.com with my web design skills. Created a new website that was much more optimised and got the correct messaging across to partners including Dell & Citrix to get the company new leads. See my portfolio for before/after screenshots.
- Support of our main customer, McLaren in Citrix VDI environments. Their designers would use our platform to design new cars + ventilators during the Coronavirus pandemic.
- Recently completed a six-month Service Desk Team Leader probation, resolving internal issues + providing direction for the team.

### Adept4 – Second Line Support Engineer | May 2018 to March 2019

- Managed virtual and physical machines for several clients. Technologies supported include Hyper V, Azure, vSphere/vCenter and physical servers. Managed domain controllers, terminal servers, file servers, printer servers for a wealth of customers.
- Regularly maintained backups for clients and resolved any issues that would come through. Backup programs I am experienced within include Veeam among others.
- Tickets managed in Autotask, passed up through first line after their investigations made. Issues have a wide variety, examples being Exchange, 365, disk management, VPN and telephony.

### Travel Counsellors – IT Support Analyst | Jun 2016 to May 2018

- Supported 2000 users, resolving around 35 issues per day. Supporting Windows 7 to 10, Mac and Microsoft Office 2006 to 365. Also supported VPN and industry specialised software like Galileo.
- Part of a team of six, creating and managing users in Active Directory, Exchange and Azure, including building machines.
- Administered licenses for a range of applications. Maintained 3<sup>rd</sup> party relationships with providers.
- Created tcservicestatus.com in WordPress to provide a company-wide alerts for outages, thus reducing ticket volume and inbound phone calls by 80% during these periods. Lead the project and now widescale adoption in company. Further details available in portfolio.

## Dame Alice Owens School – IT Technician | May 2014 to Jun 2016

- 2<sup>nd</sup> line support for 1500 staff and pupils in one of the best schools in the country. MS Office 2010, Active Directory, Adobe and subject specific software. Supported hardware like projectors + printers.
- Ran a Minecraft Club with students every lunchtime.
- Created documentation on details of the job, for new starters of the school.
- Revolutionised their intranet, redesigned from ground up. Now supports mobile and tablets. Much more modern and useful, as seen on my portfolio website.

## Drive Software Solutions – Technical Analyst | Placement Aug 2012 to Aug 2013

- Worked closely with developers and testers of a software house to ensure corporate customers received custom code within their SLA's
- Performed technical tasks like Test Prep to Patch Building for Oracle Databases

## Walt Disney Company – Disney Interactive | Internship July 2012

## Sainsbury's – Sales Assistant | 2010-2012

## EDUCATION

### 1<sup>ST</sup> Class Honours BSc (Hons) Computer Science University of Hertfordshire 2010-2014

**Dissertation Details:** Artificially Intelligent Pac-Man (74%, First Class) I iteratively programmed Pac-Man to be automated as it attempted to complete the retro game by itself in Netlogo. It yielded interesting results, the report and program can be found on my portfolio.

#### A Levels

Business Studies: A  
ICT: B  
Geography: B

#### AS Level

General Studies: C  
**BTEC National Award**  
Media Studies: Merit

#### GCSEs

All 13 GCSEs B-C grade

## HOBBIES, INTERESTS AND PERSONAL PROJECTS

### There's No Place Like Summer Camp

I am currently in the exciting process of publishing my own book. There's No Place Like Summer Camp is all about what its like to volunteer with Camp America for two summers. As part of the marketing material for its release, There's No Place Like Summer Camp has its own podcast with a growing fan base.

### Websites for Cheshire

I've recently created websitesforcheshire.co.uk as an outlet to freelance my website design services to businesses in Cheshire.

### CraftedGenius

CraftedGenius is an alter-ego of mine on the internet. For I once uploaded regular gameplay commentaries to YouTube. My most popular content being FIFA gameplay videos. With over a million views and 6000 subscribers, this was an outlet to let my creativity flow.

## CERTIFICATIONS

- Google Digital Garage - Digital Marketing Certified
- ITIL Foundation Certified
- VMware Digital Business Transformation Associate

## TOP PROJECTS AND ACHIEVEMENTS

### Dame Alice Owens Intranet

- I transformed a dated static site to a responsive, modern and useful one.
- Created in HTML and CSS with a guide for teachers use
- Liaised with students and staff to perfect the site
- Now the intranet of the school.

### D2architects.co.uk

- While at Engage Web, I was tasked with a tricky client who had specific, regimented idea of a new website design.
- I made a custom theme, that's responsive and sleek, in line with an architect's high requirements of a design.
- Powered by Elementor.
- Created to perfection, I quote from the client "Thank you for sorting access to the website, it looks great!!"

### ebb3.com

- I revolutionised the ebb3 website to show customers & investors the opportunities of remote working
- Created in WordPress, I lead the project to sell the messaging and get take the company up a gear.

*Further projects, details and screenshots can all be found on my portfolio website.*

### Scholarship

At the University of Hertfordshire, I was awarded a Chancellors Scholarship for exceptional academic achievement.

### Volunteering

For the summers of 2014 and 2015, I volunteered with Camp America. I also have previous volunteering experience being a young leader in a scout troop.

REFERENCES AVAILABLE ON REQUEST

WWW.ANDREWWATERHOUSE.COM