

# Mark Glover

Apartment 42, Armstrong House  
60 Exeter Street, Plymouth  
PL4 0AP  
Tel: 07716323158  
Email: [mark@markglover.co.uk](mailto:mark@markglover.co.uk)  
Website: <http://markglover.co.uk>

## Education

*Sept 2004 – June 2009 University of the West of England, Bristol*

### **BA (Hons) General Honours**

With a chosen specialism in business, this course allowed me the flexibility to pick and choose modules to suit me, without being tied down to a prescribed degree route. As a result I was able to experience a far wider range of topics than most students and could gain a more relevant insight into the world of business and management, with an especially strong grounding in marketing, human resource management, strategic management, business systems and globalisation.

*Sept 2002 – June 2004 Yateley Sixth Form Centre, Hampshire*

**A Levels** in Business Studies (B), Physics (E), General Studies (C) and English Literature (C)

*Sept 1997 – June 2002 Yateley School, Hampshire*

**10 GCSEs** grades A\*-C

## Employment and Experience

*July 2000 – Present **Web Designer, PHP Coder, Freelance – Non-Commercial***

A self taught web designer, I began working with HTML in 2000 and progressed to PHP, MySQL, CSS, Javascript and XML in 2003. I've built a number of websites, both for myself and for various clients, including a school and some small businesses. I've also used pre-existing content management systems and am familiar with both configuring and modifying several of the most popular ones on the market. Being self taught, I am experienced in problem solving and researching coding solutions, independently or alongside colleagues and clients. I love to learn new solutions and never shy away from acquiring the technical knowhow to solve the problems I find. For my current portfolio please visit <http://markglover.co.uk>.

*Nov 2009 – Present **Technical Support Officer, Plymouth City Council (via Pertemps)***

My responsibilities in this job focus on providing the first line of contact via telephone, email, web forms and letters for members of the public wishing to resolve a problem or make a complaint to the Public Protection Service at Plymouth City Council. Since this department encompasses a wide variety of teams with various specialisms, it is essential for me to be able to multitask and switch seamlessly between unrelated activities. The role combines that of a telephone operative with that of an administrator. As well as taking and logging complaints, I am required to provide advice and information to callers and to liaise with officers from the various units I support; updating their case files, closing jobs and formatting and proof reading their outgoing written correspondence to established council standards. I am required to be available to answer calls at all times and so must be able to perform all of these tasks whilst conversing and advising members of the public. This role requires an extremely high level of professionalism, as well as excellent writing skills and telephone manner, especially as many callers may be angry, upset, verbally abusive or suffering from a wide range of mental and physical health complaints.

*March 2009 – Sept 2009 **Junior Office Assistant, Data2Impact Ltd***

Alternated between providing technical support to colleagues, performing maintenance on the Microsoft Exchange, FTP, web and file servers, carrying out administrative tasks for the company director and building the custom data manipulation tools in Microsoft Excel that are the company's core business. Worked both autonomously – with long stretches working in isolation and being responsible for own prioritising and time keeping – and as part of teams of between 2 and 10 people. Team work could be both face to face and remotely, using a number of communication techniques, including emails, remote desktop sharing and conference calls. Regularly worked onsite with company clients. Required to be flexible, a quick learner, well spoken and capable of managing a difficult schedule of work with many competing tasks for different teams.

# Relevant Skills and Achievements

## Computer Skills

- Over 5 years of experience coding PHP and working with MySQL Databases. Also familiar with HTML, CSS, XML and Javascript. I've built a number of small websites for clients, as well as personal sites.
- Proficient with all Microsoft Office applications, as well as many other applications available commercially.
- Experienced in building sophisticated data management tools in Microsoft Excel, including writing Macros to further enhance the capabilities of the software.

## Team Working

- Working in a team of varying sizes to build and develop Microsoft Excel tools and macros, working both face to face and remotely via the internet.
- Working as part of a team to deliver first class customer service to members of the public who find themselves in need of help from Plymouth City Council.

## Communicating

- Practiced in initiating and participating in multi recipient email and voice conversations, including talking to clients and issuing companywide memos
- Experienced in giving talks to small and large groups and having one on one discussions with visitors whilst at university.
- Capable of writing correctly formatted business and technical reports for company directors.
- Able to communicate ideas clearly and effectively in group discussions and presentations.
- Liaising with an external technical support organisation to resolve issues, both over the phone and through email communication.
- Highly experienced in receiving and processing incoming calls from members of the public in a professional manor.

## Initiative

- Expected to work autonomously, make decisions about the tasks that need to be done and follow up tasks mentioned in informal discussions without further prompting.
- Charged with running the office, sourcing and purchasing equipment and carrying out maintenance tasks on the various computer systems in use.

## Organisation

- Able to take on a large number of tasks with different priorities and deadlines and balance my time in order to ensure that all can be completed on time, regardless of frequently changing situations.
- Capable of keeping track of a number of long term projects and working on them simultaneously.
- Experienced in coordinating teams of people in a working environment to achieve a series of complex and varied objectives

## References

### Matthew Palmer

Technical Support Supervisor  
Public Protection Service  
Plymouth City Council  
Civic Centre  
Armada Way  
Plymouth  
PL1 2AA  
(01752) 304529  
matthew.palmer@plymouth.gov.uk

### Nicola Rea

Managing Director  
Data2Impact Ltd  
Suite 12  
Basepoint Business and Innovation Centre  
Caxton Close  
Andover  
Hampshire  
SP10 3FG  
nicola.rea@data2impact.com

