CURRICULUM VITAE

Mr. S. Pickavance

PERSONAL DETAILS

NameSteven PickavanceAddress169 Pilton Avenue

Edinburgh EH5 2HP

Age 23

Driving Licence Full

Marital Status Single

Current EmployerTempleton Global Investors Ltd.PositionEuropean Network Support Analyst

Home Contact +44(0131) 477 4638

EDUCATION

College Napier Polytechnic

Degree B Sc Computing Studies

SCE 'H' Grades English , Computing , Modern Studies , Economics , Craft & Design

SKILLS

Business & Information Technology	Personal	Certifications
Systems Support Project Management Systems Specification & Design Product Evaluation Internetworking Systems Development	Interviewing Presentations Training	NetWare 3.1x Admin NetWare 3.1x Adv. Admin NetWare 3.1x Install & Config NetWare 3.1x to 4.x Update NetWare Service & Support Networking Technologies

CAREER SUMMARY

From	То	Employer	Position Held
08/95	Present	Templeton Global Investors	Network Support Analyst
9/93	08/95	Lothian Health	LAN Support Analyst
9/93	10/94	Lothian Health	Technical Support Officer
1/93	9/93	British Gas	Engineering Systems

CURRENT SALARY

£21,000 + Bonus + Medical Benefits

Contributory Pension

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CURRENT RESPONSIBILITIES

Support/Installation Novell 3.1x & 4.x Networks LAN and WAN

Support/Development MS-Mail WAN

General PC Support for users throughout Templeton Europe

Network analysis, health checks and troubleshooting

Special Projects - NetWare 4.1 Migration. Network Management, ATM Evaluation.

Ethernet UTP, Chipcom ON-LINE, Cisco, FDDI, ISDN support and installation, Frame Relay.

Training end users in product use - MS-Office and NetWare Admin

TECHNICAL PROFILE

MS DOS	MS Office	MS Access
MS Windows	PC Comms	C/C++
Novell 3.x 4.x	Remote Access	Visual Basic
UNIX	TCP/IP	PC Troubleshooting
NMS (Network Management)	LANalyzer	Async/Sync Comms

SELECTED SUPPORT EXPERIENCE

Templeton Europe

Service and support of current NetWare 3.1x & 4.x WAN. Installation of NetWare, MsMail, Network Management and reporting tools across European sites. Remote and on-site support, installation of services to offices across Europe. Connectivity to US based Legacy systems, maintenance of financial brokerage services across LAN's. General operations duties and maintenance of European & Hong Kong divisions.

Lothian College of Health Studies Network Project

Analysis, design and installation of new NetWare 3.12 WAN. The network provides E-Mail, MS-Office and UNIX Connectivity. The network is managed via Compaq Insight Manager and NetWare Management System. Provision of training to users and local administrators on the use of E-Mail and associated Microsoft applications. Designed and implemented to Novell standards.

General PC Support

Provision of general PC support services for users throughout the Lothian Health area (both helpline and on-site) covering DOS, networking, hardware and Microsoft Windows/Office.

Edinburgh Royal Infirmary - Office Automation Project

Analysis, design and implementation of a new NetWare 3.12 network. The project involved the installation of 15 NetWare servers running 3.12 over a WAN. This consists of 500 + users (200 diskless workstations) running MS-Office and MS-Mail with connectivity to UNIX services and Mainframe systems through Novell over X.25 Communications links.

REFERENCES

David Smallwood	Simon Statham
Technical Support Manager	
Woodburn Informatics	
56 Canaan Lane	
Edinburgh, EH10 4SG	