

Mark Allen

tel: 07887 601 011 email: mark@techmonger.co.uk

Profile

An outgoing and enthusiastic FileMaker database developer with excellent communication skills, Mark is able to understand both company business-needs and the needs of end-users. This enables him to convey complex IT solutions effectively to a wide range of people. Highly motivated, meticulous and with strong organisational skills, he is equally adept at working on his own initiative or as part of a team of developers.

Major achievements

- Built bespoke database system for comedy management company Kedcom to facilitate the management of bookings for several acts to many comedy venues. Also enabled creation and tracking of invoices, provision of sales reports and capacity to email PDF invoices and reminders to debtors.
- Built bespoke database system for theatre production company Otherplace Productions to facilitate the management of their theatre venue. Included capacity to keep track of all bookings, as well as contact details for customers and visiting companies, calculation of box-office splits, creation of invoices, logging of purchase orders and provision of sales reports for annual accounting.
- Solely responsible for BEAM Education's databases for 8 years. This involved the maintenance, development and end-user training for the use of 58 databases.
- Successfully implemented a major redesign of BEAM Education's database architecture, making it easier to navigate for the end-user by incorporating all databases within an easy-to-use colour-coded menu system.
- Facilitated the transfer of data from BEAM Education's product ordering and customer services databases to an entirely new database system at its' parent company's head office.

Career summary (before becoming a freelancer)

IT Manager and Web Editor, BEAM Education, 2002-2010

- Provided IT support (predominantly Mac-based) for up to 32 employees including; networking, email, internet, photocopier and telephone provision, technical support for software and hardware, and managing IT budgets.
- Provided training on applications and office IT procedures.
- Designed, developed and maintained over 50 bespoke databases.
- Developed, maintained and regularly updated company website, including creating regularly monthly downloadable PDF worksheets and product walkthroughs.
- Implemented web statistics package on company site and regularly analysed and reported visitor information to management.
- Designed and launched regularly monthly email bulletins in HTML.
- Selected and prepared all images for BEAM website.

Training Services Administrator, BEAM Education, 1999-2002

- Co-ordinated a team of over 50 freelance consultants and allocated them to deliver bespoke INSET sessions around UK based on individual criteria.
- Handled all customer enquiries for courses, INSET sessions and conferences.
- Managed bookings and invoices for approximately 700 course bookings, 200 in-school training sessions and 150 conference places per academic year.
- Developed systems and procedures to improve efficiency of booking processes.

Customer Services Assistant, BEAM Education, 1998-1999

- Handled customer telephone queries.
- Processed orders and invoices.
- Performed office-based tasks such as filing and sorting post.

Additional skills

- Highly computer literate on both PC and Mac platforms.
- Conversant with HTML programming language.
- Extensive practical knowledge of the following software:
 - Adobe applications; Photoshop CS3, InDesign CS3, Illustrator CS3, Dreamweaver CS3, Fireworks CS3, Bridge CS3, Acrobat Professional 8 and Captivate 3
 - FileMaker Pro 10
 - GarageBand 4
 - iMovie 7
 - Microsoft Office 2007 (PC) or 2008 (Mac) applications; Word, Excel, PowerPoint, Outlook and Entourage
 - Quark Xpress 4.1
- Full, clean driving license.

Qualifications

BA (Hons) 2:1 in Drama and English, University of East Anglia, 1995-1998

A-Levels, King Edward VI College, Nuneaton, Warwickshire, 1993-1995

- English [B]
- Psychology [B]
- History [C]

Other interests

I have a keen interest in live stand-up comedy and I also love reading books and watching films. I try to stay active, but I'm much happier playing sports such as football, squash and badminton instead of sweating it out on a treadmill at the gym. I also like to unwind by playing guitar and harmonica, though I'm not sure it has the same calming effect on my neighbours.