

Jade Stewart
27 Christchurch Street, Preston PR1 8PH
Tel 01772201909 Mob 07835771352
jade.stewart@gmail.com

Personal Profile

I have worked in a variety of industries in my working life including customer service, IT support and more creative roles. Since 2013 I have been a self-employed web designer. This has involved working with a wide variety of different clients ranging from local charities to small start-up businesses.

Over the last five years I have been working as a self employed web designer building sites with Wordpress I recently built <http://onlinemodels.co.uk/> using a bespoke made Wordpress child theme and <http://railwayfilms.co.uk/> using a premade theme framework my personal website jadestewart.co.uk is currently built in Wordpress using a stock theme from the Wordpress theme library Im currently rebuilding this using the bootstrap framework this has allowed me to get back in touch with my love of hand coding html and keep me upto date with my css skills I also have a graphic design qualification I have used most of the adobe creative suite during my course I have designed my own Business cards and as well as logos for others most of these can be seen on my website at <http://www.rgbdesignuk.co.uk/portfolio-2/>

I would like a position that will allow me to expand on my past IT and Web design knowledge and my creative skills.

Employment

2017- current

Flex operator Atos

- Dealing with customer queries
- Dealing with complaints and resolving where possible
- Fault finding
- Logging faults

Secondment to Tech Desk 2017 - 2018

- Resolving user system and software faults
- Created new fault logging system
- Processing leavers forms
- Updated access matrix for easier logging of new users and leavers
- Managing replacement and temporary headsets
- Dealing with stationary requests
- Leasing with help desk to log user faults
- Logging faults via snow (service now)
- Up skilled in excel learning new formulas and formatting techniques

Aug 2013 - Current

Self-employed Web Designer

RGB Designs UK

- Sourcing new clients and writing project proposals.
- Building responsive websites using WordPress.
- Designing html emails and creating email templates.
- Sending out customer invoices
- Dealing with customer complaints.
- Creating training documentation for customers
- Delivering training for the WordPress platform

2015 -2016

Digital director Of Preston Pride

- Dealing with digital content
- managing website
- redesigning website
- creating digital content
- advising Preston pride on different digital solutions

Jan 2007 - April 2013

Customer Service Advisor, Help desk Advisor, Customer Service Advisor, Refresh Consultant, Broadband Customer Service Agent Iqor, Preston / Lancashire County Council, Preston , Carphone Warehouse, Preston, CSC, Carphone Warehouse

- Responding to customer enquires regarding Tv licences
- Taking payments
- Creating new accounts for customers.
- Logging computer faults for local schools
- Troubleshooting and resolving customers' faults.
- Liaising with third party companies regarding customers' faults.
- Liaising with computer users regarding upgrades.
- Logging calls on in-house system.
- Corresponding with engineers both over the phone and via email.
- Updating Lotus Notes database with users' details.
- Using URC software and Windows remote connection to connect to user systems to fix faults.
- Use of Microsoft Access and Excel spreadsheets to keep track of user details.
- Dealing with customer complaints and logging telephone calls on in-house system.

Dec 2005

Graphic Editor/Web Designer

Babe 100, London

- Editing and designing graphics, banners and web pages.
- creating and editing content for weekly updates for the website
- Computer and printer troubleshooting and maintenance.
- Developing and delivering training programmes for all staff groups on various software packages.
- Meeting tight publishing deadlines.

Education

University of Central Lancashire, Preston
Sept 2009 June 2012 2:1 BA (Hons) Digital Graphics

Birkbeck, University of London Sept 2004 Dec 2005 IT Applications Diploma
(part-time)

University of Central Lancashire, Preston
Sept 2000 July 2004 Web and Multimedia, Certificate of Higher Education

City of Westminster College Sept 1998 July 1999 NVQ Level 3 IT Use and
Support

City and Islington College Sept 1996 July 1997 GNVQ Intermediate Art and
Design.

Holloway School, London dates 8 GCSE passes including maths and English
June –