

## Curriculum Vitae

Name: **Mike Harris MBCS** Date of Birth: 24<sup>th</sup> December 1970  
Address: 16, Temple Street Phone: +44 (0) 781 167 1893  
Oxford, OX4 1JS  
Website: <http://mbharris.co.uk> E-mail: [mike@mbharris.co.uk](mailto:mike@mbharris.co.uk)

## Skills Summary

General: Design and implementation of both technical and organisational systems and processes. Experienced at analysis, presentation, project planning and management. Good empathy skills with end users and ability to teach and document technical subjects in a layman's language. Broad IT experience facilitating a short learning curve for new technologies. Strong belief in good documentation and use of version control. Experience of liaison between teams of developers and designers, and clients.

Technical: Systems administration of UNIX/Linux, Windows and Mac OS X; TCP/IP, DNS and other network protocols; LAMP platform, including programming in Perl, PHP, Drupal and JavaScript; version control with Git; HTML & CSS.

Methodology: Structured analysis and design; experienced at systems and requirements analysis and writing of functional and technical specification documents; project planning and technical resource management.

Languages: English native speaker. Fluency in oral and written comprehension and good level of written Spanish. Good level of oral and written comprehension of Catalan and upper-intermediate level spoken and written.

## Education & Employment

2011-present TIMBERWINDOWS.COM LIMITED:  
IT support analyst and project manager

2008-2011 SELF-EMPLOYED:  
Freelance IT analyst and online projects manager

2008-2010 PEOPLE & PLANET LIMITED:  
IT manager

2006-2007 SKY ROCK COMMUNICATIONS LIMITED:  
Technical director

1996-2008 PSAND LIMITED:  
Director, account manager and analyst

1994-1996 JOHNSON FRY PROPERTY LIMITED:  
Support technician

1989-1993 UNIVERSITY OF THE WEST OF ENGLAND:  
Upper Second-class B.Sc. Hons. in Computing for Real-Time Systems

1989-1993 WESTON COLLEGE:  
A levels in Maths, Physics and Electronics

## **Detailed employment history**

**Company:** TIMBERWINDOWS.COM LIMITED  
**Role:** Project manager, IT support analyst, Drupal developer  
**Period:** January 2011 - present

I initially started working for local designer and supplier of high-end windows, doors and conservatories TimberWindows.com in December 2010 as a freelancer to specify and develop a new system written in Drupal 7 for encouraging communication and sharing between their network of UK concessionaires. I joined the company full time in June 2011 and since then have been working to implement a number of new systems to support the IT team and its processes, including a technical documentation system, using MediaWiki; a user support ticketing system, using OS Ticket; and revision control systems using Git. My role is currently shared between providing day-to-day technical support to staff and end-users and providing project management of new work, which includes a project to analyse a new version of our quoting system using technologies such as HTML5 and WebGL.

**Company:** SELF-EMPLOYED  
**Position:** Freelance IT analyst and online projects manager  
**Period:** 2008 - 2010

Up to joining TimberWindows.com full time, I had provided independent IT consultancy to a number of clients, including the marketing agency Mason-Zimble, where I was a technical analyst on a new web portal for Toshiba UK's consumer products division; the Imperial War Museum, where I provided onsite technical support for conferences; Bristol Wireless, where I managed a project to roll-out street-level wireless access in the Knowle area of Bristol; and Bristol based Circle Interactive, where I undertook the management of the roll-out of a new version of One Central Place, an on-line directory of third-sector organisations in the Greater Manchester area written in Drupal and CiviCRM. Also with Circle, I was involved in tendering for and project planning a project to roll out a new CiviCRM across the network of offices of the charity Groundwork UK.

**Company:** PEOPLE & PLANET LIMITED  
**Position:** IT Manager  
**Period:** December 2008 - May 2010

My responsibilities at environmental and social justice campaigning NGO P&P included defining and implementing IT policy, providing support for a mixed Linux and Windows network and staff training on a day-to-day basis. During my time there I implemented a number of new systems including wikis to document the IT and organisational systems and processes, an online learning course for students in further education studying active citizenship, and the roll-out of new updated desktop and server systems. I was also responsible for providing technical planning and facilitation for a number of public events, including the Shared Planet conference at Manchester University that had over 600 attendees over two days.

**Company:** SKY ROCK COMMUNICATIONS LIMITED  
**Position:** Technical director  
**Period:** August 2006 - March 2007

During a transitional period in this company's operations I was responsible for defining and implementing technical policy as well as auditing and streamlining the existing on-line business where I was able to make significant improvements to service whilst at the same making cost savings. I was also jointly responsible for assessing new freelance staff and their applicability to work on future projects.

Company: PSAND LIMITED  
Position: Director, account manager and analyst.  
Period: September 1996 - May 2008

As a founding director of Psand, I was responsible for implementing many of the systems of financial control, documentation, client project specification and project management. My day-to-day work included liaising and managing clients, producing functional and technical specifications of web projects, project planning and management as well as server work and systems administration of a number of Linux servers. I also worked as a designer and developer on several large online projects for a number of clients, including BMW UK, MINI UK, Alfa Romeo and HiPP Organics.

Company: JOHNSON FRY PROPERTY LIMITED  
Position: Support technician  
Period: February 1995 - August 1996

I was responsible for technical support on a day-to-day, supporting five offices and 150 staff around the south of England. I was able to standardise IT systems at Johnson Fry and implement new policies, as well as organise and plan training for staff.

Company: UNISYS PLC  
Position: CTOS Technical Support Engineer  
Period: July 1991 - July 1992

This was the placement year as part of my degree course in Computing for Real-Time System at what was then Bristol Polytechnic. I spent the year working for Unisys supporting their CTOS customers in their UK customer services centre in Milton Keynes.

## **Personal**

I have a general interest in computing, the Internet, information technology and advances in the fields of science and enjoy keeping up to date with the latest developments and their potential application as well as the possible good and harm that the so called Information Society presents to us.

I am a member of the technical steering committee at Bristol Wireless and work to act as a mentor for other members and promote this project that aims to bring low-cost computing to the masses through its innovative refurbishment projects as well as the promotion of a city-wide network to connect people and public spaces to share ideas.

I was also a co-founder and co-producer of Dorkbot Barcelona and then spent a year in the rôle of co-producer of Dorkbot Bristol. Through Dorkbot I have the opportunity to bring my creative artistic and technological skills and interests together. I am also on the board of Bristol Open Technology Lab, which is a non-profit organisation set up to manage spaces in the city to support digital arts projects.

In my spare time I enjoy playing music as well as reading, walking and other activities. Since learning two second languages, I have become more interested in languages in general and hope to learn others in the future.

## **Referees**

References available upon request.

