

DUNCAN FINDLATER

EMPLOYMENT

<i>3/06 to Present</i>	Freelance Photographer.
<i>2/09 to 11/09</i>	Photographic Assistant. Specialising in colour correction and print output.
<i>7/08 to 2/09</i>	Sales Advisor, Calumet Photographic.
<i>12/05 to 3/06</i>	Macintosh Specialist. Apple Retail UK.
<i>1/05 to 8/05</i>	Photographic Technician. Farnborough College of Technology.
<i>2/01 to 02/03</i>	Support Technology Manager. Sun Microsystems.
<i>1/99 to 1/01</i>	Solution Centre Engineer. Sun Microsystems. Networking and communications product support specialist.

Full history on request

EXPERIENCE

- Three years in Project Management, including a pioneering “internal open-source” development environment for Sun Microsystem’s in-house software developers.
- Experienced in international software projects, from design through to roll-out in multiple, international locations, working alongside project consultants from Price Waterhouse Coopers on process engineering in Siebel CRM systems.
- Requirements Gathering and User Acceptance Testing for Sun Microsystem’s new Customer Relationship Management system.
- Worked alongside the Sun’s training department to test and deliver end user and “train the trainer” training materials.
- Considerable experience in the preparation of technical and end user documentation. Technical materials have included installation and configuration guides, end user documentation and training materials for both technical and non-technical audiences.
- Trained in a variety of project process and project management techniques and have the ability to apply those techniques as appropriate to the size and complexity of the work at hand.
- Accustomed to working in international and virtual teams.
- Three years in Business Continuity / Disaster Recovery management at Sun Microsystems including move of the Support Centre’s Disaster Recovery facility.
- Eighteen years experience in I.T. support from domestic to blue chip corporate clients, home systems to large UNIX servers.
- Twelve years experience in Apple Macintosh hardware and software support.
- Apple Macintosh consultancy work with magazine, packaging design and architectural clients.

PERSONAL QUALITIES

- Excellent communications skills with any audience or situation.
- Good creative problem solving and diagnostic skills.
- Very strong interpersonal skills, especially when working as an intermediary between traditionally adversarial groups.
- Use my extensive technical background with project management skills and experience to give a unique insight into role technology plays in the running of a successful business.
- Diplomatic when required, assertive when necessary.
- Experience running my own small business had brought greater understanding of business processes.
- Passion for visual media, especially stills photography.

TRAINING

- Kepner-Trago Project Management.
- Kepner-Trago Advanced Trouble Shooting.
- Change Management.
- Business Continuity and Disaster Recovery.
- Virtual Team building.
- Six Sigma Introduction.
- Personal Development courses.

TECHNICAL TRAINING

- Apple Certified Technician (1991)
- Solaris System Administration 1 & 2 1998
- Solaris 2 TCP/IP
- Sun Internet Mail Server 1999
- Business Continuity Foundation 2003
- Many “Brown Bagger” informal training sessions at Sun Microsystems

QUALIFICATIONS

- *O Levels*: Physics, Chemistry, Biology, Maths, Eng. Lit, Eng. Lang, History, Art, French.
- *A Levels*: Electronic Systems, Physics, Maths
- *Tertiary*: Completed first year of Psychology degree with Biology, Sociology modules.

CONTACT

- Phone: +44 7775 660014 (*voice messages regularly checked*)
- d.findlater@gmail.com

PERSONAL

- Date of Birth: 14/11/1970
- Full UK car and motorcycle licenses
- British Citizen
- Currently resident in London, UK