

**Richard Andrew CHAPMAN**

Flat 2  
38 Dartmouth Road  
London NW2 4EX

Telephone: +44 208 208 1179  
Mobile: +44 7939 254 154  
Email: richard.chapman@attglobal.net  
Web: www.geocities.com/~richards\_place

British & New Zealand Citizen

**PERSONAL PROFILE:**

Bringing analytical, technological and interpersonal skills gained from my degree, further education and work experience, I am capable of working efficiently and effectively as part of a team as well as on my own. The variety of roles I have performed have helped me to develop a strong customer focus and understand the importance of customer service. Having excellent core skills coupled with the flexibility and desire to learn, I am seeking an employer who will utilise my strengths and facilitate the development of my career in the IT field.

**EDUCATION & QUALIFICATIONS:**

- |             |   |
|-------------|---|
| 1998 - 2000 | Microsoft Certified Professional + Internet: <ul style="list-style-type: none"> <li>• Implementing and Supporting Microsoft Windows NT Server 4.0</li> <li>• Implementing and Supporting Microsoft Windows NT Workstation 4.0</li> <li>• Internetworking with Microsoft TCP/IP on Microsoft Windows NT 4.0</li> <li>• Implementing and Supporting Microsoft Internet Information Server 4.0</li> <li>• Networking Essentials</li> </ul> |
| 1995 - 1996 | BE.Elec Hons (Second Class First Division)  |
| 1991 - 1992 | NZ Certificate in Electrical Engineering (HNC Equivalent)   |

**AWARDS:**

- |      |  |
|------|--|
| 1995 | Joint recipient of Octa Associates Prize for Project Management report at the University of Canterbury |
| 1992 | C.L Walter Award for best student NZCE (Electrical) at Waikato Polytechnic                             |
| 1991 | Electricorp Huntly Award for achievement in Stage III NZCE Electrical                                  |

**COMPUTER SKILLS:**

- Windows NT Server 4.0 Terminal Server Edition, Windows NT Server 4.0, Windows NT Workstation 4.0, Windows 95/98, Windows 3.1, DOS (Installation, troubleshooting and supporting), TCP/IP, DHCP, DNS, Windows Dial Up Networking, Psion range of palmtops
- Hardware installation and trouble shooting of a broad range of Desktop PC's and Compaq 6500 Server hardware
- Word, Outlook, Excel and macros using Visual Basic for Applications



- Web development with HTML and some JavaScript (manually and using Microsoft Frontpage 2000)
- OO development with Visual Basic 5 and use of the Win32 API under VB

## WORK EXPERIENCE:

### Feb 00 – Present **London Fire and Emergency Planning Authority (LFEPA) Third Line Support – Thin Client Team**

Working in a team of three, my responsibilities include:

- Integrating new applications into the Terminal Server environment. This requires a high level of knowledge of the Windows registry, scripting in Kix to create application compatibility scripts, file permissions and use of diagnostic tools like Regmon and Filemon to trace application problems
- Creating new builds from a base build upwards, including Hotfixes, Service Packs, environment changes and bug fixes
- Monitoring all of the Terminal Servers and resolving any server problems in order to minimise downtime to end users
- Resolving calls escalated from 1st & 2nd Level Support

During my time with LFEPA I have also:

- Successfully managed the transition of 250 Palm organisers to a new version of Synchronising software
- Made significant changes to the Terminal Server Application Installer which has greatly improved the integrity of the build
- Developed an application which emails the Help Desk valuable information about the user and their environment. The application removes the need for Help Desk members to retrieve this information manually from users, therefore reducing call time.

### Aug 99 – Nov 99 **LFEPA – Senior Rollout Engineer**

LFEPA moved 95% of its PC applications to a Windows NT 4.0 Terminal Server based architecture. My primary role in this position was to build custom Desktop PC's whose software and hardware requirements could not be integrated into the Thin Client environment. I built approximately 50 Compaq Deskpro PC's which required me to:

- Modify an existing scripted build with use of Policies to produce a tied down base build for all of the PC's. Kix was the scripting language used.
- Install and configure software and hardware which included:
  - OCR, CAD, image editing, banking and financial software
  - SCSI flatbed scanners, modems, barcode readers and printers, digital cameras, CF card readers and CAD tablets

I was required to produce accurate documentation on each PC I built so that in the event of a hardware fault or complete failure a new machine could be rapidly built, by another engineer, to the same specification

I also assisted as required during the rollout with desktop support, network fault finding, TCP/IP problems and hardware problems associated with the PC's being converted to Terminal Server clients

**Jul 99 – Aug 99**

**Hilton Direct plc**

Using macros and advanced Excel formulae, I automated revenue and booking reports for a director. The position was a short-term contract until a permanent employee started.

**Feb 99 - Apr 99**

**Psion UK PLC – Technical Support Consultant**

A member of a busy help desk team of 8 Technical Advisors receiving over 1700 calls a week, supporting over 1 million external Psion customers. My responsibilities included answering telephone, email and FAX enquiries. The position involved providing application support on Psion Palmtops, dealing with connection issues with Comms links via infrared and cable on PC's running Windows 9x and NT, troubleshooting printer problems and testing new palmtops and peripherals. The position required a high degree of product knowledge and responsibility to take ownership of problem resolution

**Oct 98 - Jan 99**

**GE Capital IT Solutions - Contracted to National Provident Institution (NPI) - Installation Engineer**

Involved in the roll out of Windows NT 4.0 to a network of 1500+ users in five of NPI's offices in Tunbridge Wells. My responsibilities included:

- Building PC's to standard and custom hardware and software specifications before installing and configuring the PC for the end user
- Providing desktop support to end users in the operation of their new PC's
- Fault finding hardware and operating system issues during the roll out

**Jul 98 - Aug 98**

**Alcatel STC Submarine Networks - Test and Repair Engineer**

Built and tested WDM (Wavelength Division Multiplexing) Submarine Line Terminal Equipment

**Apr 97 - Jan 98**

**Dynamic Controls Limited (DCL) - Electronics Technician**

Dynamic Controls is the world's largest designer, manufacturer and supplier of micro based invalid power wheelchair control systems. While at DCL,

- I maintained and supported all of the test PC's in the factory
- I developed a Windows front end for the Protel for DOS Schematic Post Processor using Visual Basic which reduced time and frustration for users processing schematic files during the development of new PCB's
- I designed and developed a successful new product for one of DCL's customers with extensive use of Protel Schematic Capture and Autotrax PCB CAD software
- I maintained, designed and constructed test equipment as required by DCL's manufacturing facility
- I established a comprehensive preventative maintenance schedule and maintenance procedures for all of DCL's test equipment

**Jun 93 - Dec 94**

**Electricity Corporation of New Zealand (ECNZ)**

Production Technician (at New Plymouth Power Station) involved in the routine maintenance and repair of all electrical areas of the generating side of the plant.

**Jan 86 - Dec 90**

**New Plymouth District Council Electricity Department**

- Tradesman in substation and distribution department
- Broad ranging electrical apprenticeship in all departments of a local supply authority

**INTERESTS:**

- All areas of the IT field
- Travelling
- Playing the Acoustic Guitar
- Photography (especially motorsports)
- Flying kites
- Tesla Coils
- Anything that 'ticks'

**PERSONAL QUALITIES:**

- I have good time management skills
- I am a conscientious worker
- I use my initiative
- I am organised and methodical
- I am practical
- I am able to adapt
- I enjoy trying new things

**REFEREES:**

Liz Ross  
2nd Level Support Co-ordinator  
London Fire and Emergency Planning Authority  
Telephone: +44 207587 6307  
Email: liz.ross@london-fire.gov.uk

Mike Kelly  
Product Manager – Contract Manufacturing Services  
Dynamic Controls Limited  
PO Box 1866  
Christchurch, New Zealand  
Ph: +64 3 383 0016  
Fax: +64 3 338 3212  
Email: mkelly@dynamic-controls.co.nz

Professor Pat Bodger  
Electrical & Electronic Engineering Department  
University of Canterbury  
Private Bag 4800  
Christchurch, New Zealand  
Ph: +64 3 3642-070  
Fax: +64 3 3642-761  
Email: p.bodger@elec.canterbury.ac.nz

**GRADES****1998 - 1999      Microsoft Certified Professional Exams      Grade**

067 - Implementing and Supporting Windows NT Server 4.0	85%
073 - Implementing and Supporting Windows NT Workstation 4.0	92%
059 - Internetworking with Microsoft TCP/IP on Microsoft Windows NT4.0	71%
087 - Implementing and Supporting Microsoft Internet Information Server 4.0	82%
078 – Networking Essentials	87%

**1996      3rd Professional Electrical      Grade**

ENEL 427	Project – Classical Tesla Coil	A
ENEL 428	Software Engineering 2	B+
ENEL 429	Hardware Engineering 2	C+
ENEL 436	Power Electronics 2	B+
ENEL 437	Power Systems Engineering 2	A-
ENEL 438	Economics and Management 2	C

**1995      2nd Professional Electrical      Grade**

EMTH 201	Engineering Maths 2	B
ENEL 311	Design Engineering 2	B-
ENEL 323	Software Engineering 1	B-
ENEL 324	Hardware Engineering 1	B
ENEL 327	Automation and Robotics	A-
ENEL 333	Electronics 1	B+
ENEL 334	IC Engineering 1	B-
ENEL 335	Power Electronics 1	A
ENEL 337	Power Systems Engineering 1	B-
ENEL 338	Economics & Management 1	B-

**1991-1992      NZCE Electrical      Grade**

5229	Control Technology	A
5231	Electrotechnology	B
5235	Power Electronics	A
4176	Computer Principles	A
4179	Electrotechnology	A
4178	Electronics	A
3137	Elect. Fundamentals	A
3138	Electronics	A
3031	Mathematics	A
2051	Mechanics	A
1041	Electrical Drawing	A
1040	Communication Skills	A
4177	Mathematics	B
	Interpersonal Skills	A