

Prudence Smith

Mailing addy:
Work phone:
Mobile phone:
e-mail:

Personal information

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| Date of birth | 24 th November 1970 |
| Nationality | English |
| Current employment | IT Manager |
| Marital status | Single |

From a personal interest in computers, maintenance and development, I began my business IT skills in 1994 through maintaining and developing two company Web sites. In 1998 the company decided to invest in a network, and I was appointed to project manage the network installation in 1999. I develop, maintain, and configure the TCP/IP NT network to adapt to the evolving needs of security, the company, users, and emerging technologies. I have developed a system of support utilising my personal knowledge along with the support supplied by the hard/software companies and ISP support. My role in IT extends through project management, troubleshooting, installing, upgrading, IT security, 24-hour disaster-recovery to budgeting.

IT skills

NT4; Windows 95, ME, 2000 Professional, XP; DOS.
Microsoft Office 2000; IE; Microsoft Technet; Computer Associates ARCServeIT (backup) & InoculateIT (antivirus), etrust Intrusion Detection System; TCP/IP, NetBIOS; FTGate Mail Server; Pegasus e-mail; Outlook Express 6; Allaire HomeSite; LeapFTP; HTML, CSS; Telnet; Symantec pcAnywhere; Sage Payroll & Line50 network installation; Idealist database; Adobe PageMaker, Distiller, & Acrobat; Harvard Graphics; PaintShopPro; MapEdit.
NetScreen Firewall; HP JetDirect printer server; HP NetServer, RAID 5; Netopia Hub; Cat5 cabling.

Training

Integrating NetScreen Security Solutions ScreenOS 2.5, *(e)92plus*.
Windows NT Troubleshooting & Support Masterclass, *IT Seminars*.
Windows NT – A Management Overview, *IT Seminars*.
Year 2000 Fix PC Application, *mbA Training Research Development*.
Management in Organisations, *Open University*.
Working with Systems, *Open University*.
Living with Technology, *Open University* Foundation Course.
Getting it Right in Print, *Institute of Public Relations*.
How to Write, Design, & Edit Newsletters; Techniques in Public Relations; Successful Editing & Proofreading Techniques, *The Business & Professional Research Organisation Ltd*.

Education

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| 1980–87 <i>St Wilfrid's Public School</i> , Devon | 1987-89 <i>Exeter College</i> , Devon |
| 2 'O'Levels, 8 CSE's | 2 'A'Level's, 1 GCSE |

Interests & activities

Food and wine; PS2 and PC gaming; literature; health and fitness; music and concerts.

References

Available on request.

Professional experience

June 1992 – present
RDS, 58 Great Marlborough Street, London W1F 7JY
www.rds-online.org.uk

RDS is a nonprofit, membership-based society formed in 1906. RDS lobbies the government and educates the public regarding the role of animals in biomedical research. Since joining in 1992, I have been involved in a number of projects for the company, including the implementation and configuration of the network; RDS Internet and Intranet presence; the RDS CD-ROM photographic library; implementation and administration of the press cutting database; and, on a different note, designer and production controller of the *EBRA Bulletin*. In addition, I maintain the IT needs of two small sister companies: one on-site in London and the second in Brussels.

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| IT manager Network | <p>1999 – present</p> <p>System administrator; hardware/software troubleshooting; investigating, installing, and upgrading IT systems; IT budget control (approximately £15,000 per annum); analyst and buyer of hardware/software; consulting and commissioning contractors for all office machines and systems, including telecommunications; configuration of mobile users; 24-hour disaster recovery; network downtime and building destruction; integration and configuration of the NetScreen-5 firewall and Netopia ISDN NAT router, which has subsequently advanced to a DSL line.</p> <ul style="list-style-type: none"> • Project manager for the network installation in 1999 including Cat5 cabling and new telephone system. • I am currently researching and implementing a VPN through the Netscreen firewall and the integration of a proxy server. |
| The internet | <p>1994 – present</p> <ul style="list-style-type: none"> • Design of the RDS CD-ROM photographic library. • Updating and maintaining the RDS Web site (www.rds-online.org.uk), including scanning, creating, and adjusting illustrations, graphs, and photographs. • Designing and maintaining the EBRA Web site (European sister organisation) (www.ebra.org). • Design of the RDS Intranet and its subsequent maintenance. |
| Database administrator | <p>1992 – January 2002</p> <ul style="list-style-type: none"> • Designed and maintained the RDS media database (Bekon's Idealist). The database consists of all references to biomedical research featured in the UK media. Exported and electronically distributed monthly to selected RDS members (<i>approx</i> 10,000 entries per annum). The data inputting side of this position was outsourced in January 2002 when the network became the predominant role. I trained, and now oversee the work of, two employees who have replaced my database inputting duties. |
| Production controller EBRA Bulletin | <p>1995 - 1998</p> <p>A 12-page, two-colour quarterly publication with circulation of 2,000, aimed at MEPs, member companies, and individual members to inform on the European issues arising regarding biomedical research and the European Parliament.</p> |
| Previous experience | <p>August 1990 – May 1992</p> <p>Whittard of Chelsea, 73 Northcote Road, London SW11</p> |
| <p>Whittard of Chelsea (now Whittards) is a tea and coffee merchant trading through its own shops and trade customers, including retail, hotels and restaurants.</p> | |
| Office secretary | <p>Secretary for the head office; import/export documentation of teas, coffee, chocolate, and china; administration of the mail order department; customer care and complaints; banking; retail liaison of Whittard goods; allocation of approximately 60 staff in the London area.</p> |
| Secretarial work | <p>1989 – 1990</p> <p>Prudential Property Services & Raymond Bushell Estate Agents.</p> |