VICKY BLEASE
Creative techie
Always looking for a challenge

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WORK EXPERIENCE

IFORIUM / 2018 – PRESENT / PRODUCT MANAGER

- Installed and configured a client portal using Atlassian Confluence, including a demo casino and asset repository using AWS S3.
- Installed and configured a new helpdesk solution using Atlassian Jira. Migrated existing customers from previous instance.
- Installed, designed, and configured a new corporate website using Wordpress according to new brand.
- Implemented Mailchimp email templates according to new brand.
- Produced new communications/presentations using Canva according to new brand.
- Wrote and implemented various Python scripts to automate internal processes.
- Designed 3m x 3m stand for iGB 2018 and employed agency to implement.
- Managed tender process for identifying a new stand building agency for ICE 2019, and worked with said agency to develop the stand design according to new brand.

ESTERA / 2016 – 2018 / SENIOR ANALYST DEVELOPER

- Installed, deployed, and maintain a new SharePoint 2013 farm
- Installed and deployed an office template management, 'Office Centre'.
- Supporting and developing Aderant, a financial management application.
- Migrating and extending a number of VB.NET and C# applications.
- Migrating web applications onto Azure cloud hosting.
- Supporting WordPress and Joomla! hosted sites.

MICROGAMING / 2009 – 2015 / WEB DEVELOPER

ADAM

Working with an agency from the UK to deploy ADAM, a digital asset management web application to replace the FTP solution for asset distribution. I completed the ADAM 5 IT Pro certificate and am certified to access ADAM directly for support. My experience includes:

- Software installation, updates and documentation.
- Using the ADAM command line to administer the application and SQL environment.
- Administering the SQL environment.
- Three ADAM studios; StudioSelector, AssetStudio, and ConfigStudio.
- Completing an internal exercise with stakeholders to identify asset taxonomy using fields and classifications.
- Applying the taxonomy to the system and managing this data during the ingestion process.
- Managing records, spaces, and collections through the web UI.
- Administering organisations, user groups, and users of the system.
- Product demos to internal staff and external customers.

SITECORE

Working with an agency in Serbia, I assisted the installation of Sitecore. It was my responsibility to manage the 3 server environment and oversee the release of the new corporate site. I completed the Sitecore Advanced User and Experience Marketer certificates. I can now deal directly with Sitecore for support. My experience includes:

- Software installation, updates and documentation.
- Administering the SQL environment.
- Managing communication and progress between design agencies and Sitecore consultants to ensure deadlines are met.
- Package installation and updates.
- Ad hoc asset updates; ASCX, JavaScript, and CSS.
- Managing content using a combination of desktop, content editor, and page editor modules.
- Content creation using custom components.
- Site and component publishing.
- Additional modules including Web Forms for Marketers, and ECM.
- Using Adobe CS6, Photoshop and Illustrator specifically, to generate assets for the site.

DYNAMICS CRM 2013

Working with an agency from the UK, I assisted the installation of Dynamics CRM 2013. Since then it has been my responsibility to administer the 2 server environment and assist users across the globe with system customisations and data migration. My experience includes:

- Software installation, updates and documentation.
- Email router and email synchronisation service.
- CRM for Outlook plugin.
- Administering the SQL environment.
- Organisation creation.
- Entity customisation using managed and unmanaged solutions.
- Business processes, business rules, and workflows.
- JavaScript form customisation to achieve pre-search filters and cascading dropdowns.
- Data migration using Excel exports and imports.
- Assisted a Maximizer -> Dynamics CRM 2013 migration project.
- Provide a number of product demos and training to staff both in person and over WebEx.

SHAREPOINT

6 years administration of 2007, 2010, and 2013 on a 3 server farm; my responsibilities include:

- Software installation, updates and documentation.
- In place and database attach upgrades.
- Administering the SQL environment.
- CA troubleshooting using health analyser, event viewer, and ULS.
- Administering service applications including User Profile Sync Service, Search, Managed Metadata, Secure Store, and SQL Reporting Services.
- Web applications, site collections, lists, and libraries.
- Site columns, content types, and workflows.
- User groups and site permissions.
- Site collection audit reporting.
- Network Load Balancer.
- STSADM and PowerShell.
- SharePoint Designer 2010 and 2013.
- I run a number of SharePoint blogs to assist various projects FAO all project stakeholders.
- I provide a number of product demos and training to staff.

QUICKFIRE

Using C#.NET 3.5, I solely developed and was responsible for the ongoing maintenance of the Quickfire Games website. Features of the site include:

- Multiple product deployments using the Vanguard gaming API; casino, multi-player community and tournament games, bingo, live dealer, mini/nano games, and HTML5.
- Development with both the Generic and GGI API methods.
- Orion integration.
- Demonstration of the Quickfire iQ catalogue including Free Games and Achievements.
- Using SQL server to emulate a full working back office solution managing a player wallet.
- Not only a sales tool, this site provides a troubleshooting platform for the support team.

OTHER

- Developing the migration of services from PHP to .NET which can be consumed by customers using an HTML/JavaScript page embed method, or an XML feed.
- The deployment, administration, and user training of multiple CMS hosted websites including WordPress, Joomla!, and Orchard.
- Providing ad hoc feeds for external consumption via web services.
- Heavily involved with the marketing and events team; ad-hoc asset generation using Adobe CS6, working with several external agencies during print and email campaigns, assisting the internal comms team with customer and internal campaigns, assisting at ICE.
- Assisting the IT department with any web based issues beyond the applications listed here; Active Directory administration, DNS configuration, Kerberos configuration, IIS 6/7 troubleshooting and configuration, assisting with the deployment of Citrix Netscalers etc.

AXA / 2007 – 2009 / SATELLITE SYSTEMS DEVELOPER

While at AXA I developed Support Blog, a call logging application for 150 users using VB.NET 2.0.
I was also involved in the release of two companies on the AXA International extranet.

STANDARD BANK / 2006 – 2007 / IT SUPPORT DEVELOPER

Operations, 1st line support, and basic intranet development including a deployment of SharePoint 2007.

EDUCATION

COMPTIA

2016   CompTIA Security+ CE

MICROSOFT

2013 – 2013   Windows PowerShell 2.0
2012 – 2012   Microsoft Certified Technology Specialist, SharePoint 2010
                        70-573 TS: Microsoft SharePoint 2010, Application Development
2010 – 2010   Microsoft Certified Technology Specialist, ASP.NET 3.5 ADO.NET 3.5
                        70-561 TS: Microsoft .NET Framework 3.5, ADO.NET Application Development
                        70-562 TS: Microsoft .NET Framework 3.5, ASP.NET Application Development
                        70-536 TS: Microsoft .NET Framework - Application Development Foundation
2006 – 2006   Microsoft Certified Professional, Windows XP
                        70-270 Installing, Configuring, and Administering Microsoft® Windows® XP Pro

ADAM

2015 – 2015   ADAM 5 IT Professional

SITECORE

2015 – 2015   Sitecore CMS Advanced User (CAU)
2015 – 2015   Sitecore Experience Marketing (DMS)

LEARNING TREE INTERNATIONAL

2007 – 2007   Microsoft SharePoint Technologies: A Comprehensive Introduction

LIVERPOOL JOHN MOORES UNIVERSITY

2004 – 2005   MSc Multimedia Computing

CHESTER COLLEGE

2001 – 2004   BSc (hons) Computer Science and Information Systems, Grade: 2:1

ISLE OF MAN COLLEGE

2009 – 2010   GCSE, Psychology, Grade: A
2007 – 2007   City & Guilds, Develop Software Components using VB.NET, Grade: Distinction
2000 – 2001   City & Guilds, Information Technology
                        Electronic Circuits and Components 1
                        Web Page Design 2
                        Digital Electronics 1
2000 – 2001   Advanced Certificate of Education, ICT, Grade: D
1998 – 2000   BTEC Advanced GNVQ, Construction and the Built Environment, Grade: Merit

BALLAKERMEEN HIGH SCHOOL

1993 – 1998   13 GSCEs, Grade: C or above