

## LAUREN SHIPLEY

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### SKILLS

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- Excellent communication skills, both written and verbal – very experienced in customer service roles.
- Experienced computer operator (MacOS, UNIX, Windows) – fluent in HTML and CSS – familiar with Perl, JavaScript, XML, and other web-related technologies – very comfortable using Microsoft Office (Word, Excel, Powerpoint, Access, etc.) – confident Internet user.
- Confident spoken Spanish.
- Currently enrolled on a MSc in Information Studies (Library Science) at Leeds Metropolitan University, with a view to becoming a librarian in an educational context.

### EDUCATION

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#### Degree

*York St John College, York (University of Leeds)* **09.00 – 07.03**  
B.A. (Hons) English Literature (First Class Honours)

#### AS Levels

*Highlands College, Jersey* **09.99 – 02.00**  
English Language (A)

#### A Levels

*Hautlieu School, Jersey* **09.97 – 07.99**  
English Literature (A); General Studies (B); History (E); Spanish (E)

#### GCSEs

*Hautlieu School, Jersey* **03.94 – 07.97**  
English Literature (A\*); English Language (A); French (A); History (A); Spanish (B); Drama (B); Sciences (CC); Maths (C)

### INTERESTS & OTHER ACTIVITIES

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I actively pursue my interest in computers and I.T. through freelance web design – see <http://www.jinkdesign.com> for details.

I also enjoy cooking, reading speculative fiction, writing stories for children.

### REFERENCES

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<b>Tony Clarke, General Manager</b> City Screen Cinema (York) 13-17 Coney Street York YO1 9QL <i>Tel: (01904) 541155</i>	<b>Roger Clark, Professor of English</b> York St John College Lord Mayor's Walk York YO31 7EX <i>Tel: (01904) 624624</i>
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## EXPERIENCE

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### **Fountains Learning Centre**

**03.04 – present***Library Assistant*

As a weekend assistant in the Fountains Learning Centre I am expected to have excellent working knowledge of the library's systems, and be able to put that knowledge into practice in a variety of user-orientated ways. My role includes general desk duties (such as holds, recalls, fines, renewals, and so on), as well as shelving, tidying and processing books.

### **The Gateway Internet Café-Bar (York)**

**04.03 – present***Duty Manager*

As the duty manager of the Gateway I am responsible for all aspects of operations, from staff training and organisation, to maintenance of the café's computers, to monitoring concessions sales, to arranging advertising and marketing of the café's facilities. In my day-to-day role as café staff I am expected to be able to assist customers in all aspects of computer support and also run the café's bar. I am also responsible for opening up and closing the café, and cashing up the till. Currently I am responsible for drafting the business plan for the Gateway and also buying a new set of computers and peripherals to expand the facilities and services we offer.

### **Oxfam Books (York)**

**09.03 – 02.04***Shop Assistant*

General assistant in the Petergate branch of Oxfam Books. Duties included sorting and pricing books, stacking and tidying the bookshelves, manning the till. I also took part in an Oxfam-organised poetry evening that was held in the shop.

### **Vers Les Monts Organic Farm (Jersey)**

**06.02 – 09.02***Farm Worker*

Worked in the fields and with livestock. Responsible for maintaining the farm shop (stock-taking and restocking).

### **Stewart Redway Associates (Jersey)**

**06.01 – 09.01***Technical Support/Database Developer/Web Developer*

Responsible for maintaining and repairing the company's network of Apple computers. Maintained the company's Filemaker database, as well as contributing to its continuing expansion and development. Resolved issues relating to relayed mail coming through the company mailserver. Contributed to web projects, which included liaising with the design department and with clients, mocking up sites for presentation, developing an information architecture for specific sites.

### **Matrix Computer Services (Jersey)**

**09.99 – 08.00***Technical Support/Web Developer*

Part of the resident technical support team for the local newspaper (The Jersey Evening Post). Responsibilities included general troubleshooting and repair of the computers used in the newsroom and art department. Also part of the development team for the ThisIsJersey.com portal site, which included innovation of new technologies (for example, sourcing departure and arrival times from the Airport or weather information from the Met Office) and streaming them live to the website.