



Paul Melssen, BSc <http://ungoliant.net>
d.o.b. 01/15/1982 contact information available upon request

EDUCATION

Bachelor of Information Technology, June 2004
Fontys University of Applied Sciences
Eindhoven, Netherlands

The Human Computer Interaction program stresses user friendly interface development and is oriented towards intermediate tasks between the programmer and end user. In doing so it covers a wide range of ICT topics, ranging from GUI design to database construction and from actual code writing to user-oriented technical writing.

IGCSE, June 1998
International Secondary School
Eindhoven, Netherlands

An international variant of the British GCSE programme, controlled by the University of Cambridge, this high school offers all courses completely in the English language.

PROFESSIONAL EXPERIENCE

Webdeveloper, @Leisure
August '05 – present
Eindhoven, Netherlands

[Market leading tourism operator in the field of holiday home rental](#)
Collaborating on a wide range of backend / marketing webdevelopment projects from concept to analysis, such as various versions of the multilingual Belvilla / Euro Relais customer website and modules thereof, marketing mailings and digital identity design, as well as usage statistics and custom content management and production tools.
eurorelais.nl; eurorelais.be; belvilla.fr; belvilla.de; eurorelais.it; belvilla.es

Customer Service Professional, SITEL Inc./Hewlett-Packard
September '04 – July '05
Eindhoven, Netherlands

[Hewlett-Packard Designjet and Business Inkjet professional printers department](#)

- Provided first line technical support to customers over the phone (inbound), and followed up to cases of already reported issues (outbound).
- Investigated issues that weren't solved during first call.
- Assessed required parts and materials for on site.

Webdeveloper, Wonderlijke WC Web
September '01 – present
Eindhoven, Netherlands

[The largest and most popular Efteling fan site on the net](#)

- Writer, programmer, designer and spell checker for entire site.
- Responsible for proper language use throughout the site.
- Maintainer/developer of two sections.
wonderlijkewcweb.org

Software developer (intern), 2Work
February – June '04
's-Hertogenbosch, Netherlands

[Innovative software development focused on integrating office applications](#)

- Produced a technical and a graphical design for, and a partial implementation of a new Java-based edition of the 2Work application.
2work.nl

Software developer (intern), Belden Wire & Cable, Inc.
February – June '03
Venlo, Netherlands

[International manufacturer of high speed electronic cables](#)

- Produced a technical and graphical design for a graphical end-user environment (Windows, Delphi) for a text-based (VAX-ALPHA) production process application.
- Set up the thin-client/processing server communication.

**Technical Writer (intern),
SCE/ISSE**
November '01 – January '02
Eindhoven, Netherlands

Major municipal high school

- Documented data transformation processes between applications;
- Provided the teachers with a short, comprehensive, user-oriented, bilingual manual to help them insert their students' marks into the school's computer system;
- Built a compact intranet site for assistance with the required software products.

SKILLS

Internet and webdevelopment

- Ten years of webdevelopment experience.
- Proficient in PHP4 and OO-PHP5 (including GD & FreeType) + MySQL; (X)HTML, CSS, JS (AJAX); Web standards;
- Clean coding: Separation of script, style, markup and content.
- Moderate experience with XML/KML/RSS and RPC in PHP;
- Experience with Google Maps API (JS/KML);
- Usability / interaction design; cross-browser testing; rendering differences;
- Markup, meta tags and URIs optimized for search engines; moderate understanding of SEO content and linking;
- Implementation of web analytics tools and analyzing their reports (Omniture Sitecatalyst and Google Analytics); analytics terminology;
- Practical knowledge of internet protocols;
- Exposed to C#.NET.

Operating Systems and applications

- Thorough knowledge and understanding of Windows (9x/NT5+) and DOS;
- Comfortable with the Macintosh Operating System, most notably Mac OS X;
- Familiar with Linux command line (for executing PHP).
- Comfortable with Adobe CS1/2/3 (most notably Photoshop and Dreamweaver);
- Experienced with the Microsoft Office suite (1997–2007);
- Advanced usage of Google Earth (KML–database link).
- Exposed to Adobe Flash.

Other

- Experienced at developing Graphical User Interfaces following the GUIDE method;
- Knowledge of and experience with technical writing: Help and manuals.
- Formerly fluent in Java and Delphi, familiar with Turbo Pascal.

Personal skills

- Completely bilingual: fluent in both English and Dutch; thorough understanding of spelling and grammar of forementioned languages; moderate in German.
- Consistency of textual and graphical layout (punctuation, indentation, colors, fonts, type face, graphics etc).
- Very well able to work independently as well as in a team;
- Analytical, thorough, well organized.

RELATED INTERESTS

- User-oriented development of digital systems; Making computers easy to understand for computer illiterates, either by user-oriented software development or by user-oriented instructions (both verbally and in writing).
- Audio and video production technologies and methods.
- Graphical design on digital platforms.