



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

**Senior Webdeveloper, @Leisure Group**  
Augustus 2005 - present  
Eindhoven, Netherlands

**Market leading European accommodation rental company**

- Collaborated on a wide range of commercial back-end and front-end web development projects from concept to analysis, including but not limited to various versions of the multilingual @Leisure corporate and consumer websites and modules thereof, marketing mailings and digital identity design, usage statistics, custom content management and production tools.

*leisure-grou.eu, belvilla.com, ardennes-relais.nl, casa4all.com, julesvillas.com*

**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 assistance.

**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 wireframes and a graphical designs for, and a partial implementation of a new Java-based edition of the existing 2Work application.

*2work.nl*

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

**International manufacturer of high speed electronic cables**

- Produced wireframes and graphical designs 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**

- Fifteen years of webdevelopment experience.
- Proficient in 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/JSON/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 (Adobe 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 CS (most notably Photoshop and Dreamweaver);
- Experienced with the Microsoft Office suite (1997-2010);
- 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, working knowledge of Turbo Pascal.

**Personal Skills**

- Completely bilingual: Fluent in both English and Dutch; thorough understanding of spelling and grammar of forementioned languages; Considerable German working proficiency.
- 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, detailed, 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.