

# RAYNER LUCAS

94 Malvern Road, Leytonstone E11 3DL  
07790 656828  
rayner@anarres-worlds.org

## PROFILE

A motivated, proficient programmer who possesses a broad range of experience in software development, system administration, and database design. Enthusiastic, determined, and eager to learn, with the ability to adapt quickly to new rôles and new technologies. An excellent communicator who works confidently as part of a team and enjoys thinking creatively to solve technical problems.

## CAREER AND ACHIEVEMENTS TO DATE

### Software Engineer (Multimap)

June 2005—November 2009

My primary responsibilities were to maintain, extend, and support a bespoke CRM system used by over 120 employees. Other responsibilities included supporting the company's bug tracking system, managing the mailing lists for marketing communications, producing customised reports from databases, and reviewing code written by other developers. These tasks required good time management skills, an ability to analyse problems in detail, and an aptitude for learning new technologies rapidly.

### First Line Technical Support Adviser (Fasthosts)

March 2004—June 2005

My responsibilities included resolving customers' problems by telephone and e-mail, troubleshooting faults on a network of Windows and Linux servers, and working with colleagues to identify and fix recurring issues. My work required excellent communication skills, a determination to solve technical problems, and an enthusiasm for the development of my knowledge and skills.

### Office and Intranet Support (GlaxoSmithKline)

June 2000—June 2001

As a member of the Biostatistics and Data Management team, I supported Microsoft Office applications in the design, creation, editing, and review of clinical trial report forms. This required commitment, teamwork, and meticulous attention to detail. With input from all team members, I designed, implemented, and maintained an intranet site that improved the department's efficiency in distributing information.

## TECHNICAL EXPERIENCE

- Programming in a range of languages, including Perl, PHP, C#, C, Python, Oberon-2, and LPC.
- Web page design and production, using HTML, CSS, and Javascript.
- SQL database experience, including query design, data modelling, and MySQL administration.
- TCP/IP network administration, including familiarity with application-layer protocols such as DNS, SMTP, POP3, HTTP, FTP, DHCP, TFTP and NNTP.
- Installation, configuration and maintenance of Unix and Windows systems. Experience with Linux, Windows XP/2000/98/95, Solaris, and NetBSD.
- Repairing, upgrading, and maintaining PC and Unix workstation hardware.

## EDUCATION

**M.Sc. in Computer Science, University of Bath** **2002—2003**

**Subjects studied:** Networking, Project Management, Databases and Data Management, Algorithms and Data Structures, Formal Methods and Programming, Human-Computer Interaction and Virtual Reality, Safety-Critical Systems, Multimedia.

**Dissertation Project:** Statistics Reporting Software for Usenet Servers.

**B.Sc. (Hons) in Natural Sciences, University of Bath (2:2)** **1998—2002**

**Secondary Education, King Edward's School, Birmingham** **1991—1998**

**4 A Levels:** Physics [A], Biology [A], Chemistry [B], General Studies [A].

**1 AS level:** Computing [A].

**11 GCSEs:** Mathematics [A], Physics [A], Biology [A\*], Chemistry [A], English [A], English Literature [B], German [A], French [A], Latin [A], Religious Studies [B], Design and Technology [B].

## INTERESTS

### **Elected Administrator of an Online RPG**

I am a programming volunteer on Split Infinity MUD (<telnet://splitinf.org:4000>). I hold an elected administrative position due to my knowledge of the code base and my commitment to bringing fresh, creative ideas to the game. I have responsibility for reviewing other programmers' code before its inclusion in the game, resolving disputes between players, and working on advanced programming projects. My current project involves writing code that will allow players to create their own customised weapons and armour. I enjoy the community spirit and creativity of the programming team, and share their determination to turn our collective vision of the game into reality.

### **Investment in the Stock Market**

I am a contributing member of a local investment community, in which I help less-experienced members to develop strategies and analyse companies, while continuing to advance my own knowledge of investment techniques. This allows me to sharpen my skills of analysis and long-range planning, and gives me experience of effectively communicating technical information to people of different levels of ability.

### **Literature**

I particularly enjoy the books of Terry Pratchett, J. R. R. Tolkien and Arthur C. Clarke.