

# Curriculum Vitae

## MICHAEL FOSTER

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### Profile

As a mature first class honours post graduate, I have a number of skills stretching back to my previous employment which enables me to adapt and offer professionalism, maturity, creative flair and focus on whatever I do.

In 2005, I left my managerial job within a technical support team at a top telecoms company to pursue a career in web design. Over the past 3 years at the University of Salford I have gained knowledge of various technologies such as HTML and CSS, PHP/MySQL, software and design theory. The first two years of University were spent learning the technical aspects of multimedia design and Internet technology. This gave me a good understanding of this area, but I felt that I lacked design skills and so I decided to complete my final year on the BA (Hons) Design Futures course at the School of Art and Design. In reflection, this was the best choice I could have made as it has helped me to develop my core design skills in terms of graphic design, layout, usability and much more.

I have been involved with a number of client projects, available to view on my portfolio website [www.mfos.co.uk](http://www.mfos.co.uk) and also some private commission work. Projects range from static web sites to ecommerce, CMS, branding, SEO, graphic design and more.

Overall, I believe I have the right balance of technical knowhow and design acumen to be able to produce creative and usable design projects.

### Experience

#### **Marketing Design Manager** Digital Exchange Products, Leigh 2007- 2008

I was brought in to re-design their corporate website and complete their ecommerce website that wasn't finished. Both sites required project management to ensure that they met their design, build and testing phases and liaison with the company which was commissioned to build the corporate website. Understanding the products and services of the company was key to reflect this on the website and requirements were captured from staff and customers to ensure that the site delivered to all.

#### *Key achievement:*

Visual design of corporate website, content and copy management. Setup, including payment gateway of ecommerce site, PPC management and graphic design.

#### **Business Messaging Support Manager** O2 UK, Leeds 2000- 2005

I was responsible for managing a technical customer care team providing customer service for O2 UK corporate business messaging customers. Fundamental to this was the leadership, coaching and development of a team and maintaining solid relationships with existing and new customers. My role also required a focus on process improvement, in order that new processes and procedures could be fully scoped and successfully migrated into the business operation.

#### *Key achievement:*

Managed a team of 18 people. Streamlined work, managed many historical performance, productivity, culture and people issues. Improved processes and moved work out that fitted best in other areas. This was a personal achievement as it presented many new challenges and I gained valuable knowledge and skills from the experience.

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## **Customs Officer** Operations, HMRC, Manchester - 1995 - 1999

My main role was to carry out analysis and dissemination of business accounts and records for the purpose of identifying extra revenue and fraudulent activities. Other duties consisted of auditing confiscated and seized goods, statistical analysis, case evaluation, operations and interviews.

### *Key achievement:*

Member of a dedicated team pursuing revenue and detecting fraudulent activities. Demonstrated excellent communication skills with the public in face to face interviews and on the telephone, sometimes regarding delicate issues, whilst being able to take control and provide understanding in the midst of a heated situation.

## Education

University Of Salford	BA (Hons) Design Futures (First)	2005 - 2008
Jacob Kramer Art College	Foundation in Fine Art	1994 - 1995
Whitefield College	2 A-levels- Art and Graphics 2 GCSE's Textiles (B) and Graphics (B) 4 City & Guilds in Photography	1990 - 1992
Woodhey High School	8 GCSE's A-C	1985 - 1990

## Skills and Knowledge

I have always been interested in Art and Design and although I did not initially pursue a career in this field, I have always been producing designs in one form or another. My experiences to date have equipped me with skills that have helped me greatly in my time at University. I have then been able to refine and develop these skills during my University education.

With regards to core design, I believe I possess an array of valuable usable skills. These combined with my technical knowledge enables me to understand a lot more if a design or solution will work in its environment.

### **Personal:**

Excellent communication and interpersonal skills.  
Management experience.  
Flexible and adaptable under pressure.  
Comfortable in commercial environment  
Creative.  
Strong customer focus.  
Working with a team.  
Problem solver.  
Project management.  
Influencing and resolving.  
Negotiator.

### **Technical:**

Photoshop  
Illustrator  
Flash  
Dreamweaver  
InDesign & Quark  
HTML and CSS  
PHP/MYSQL  
Mac and PC literate  
Knowledge of PC & Mac  
Networking, including  
wireless.  
Apple Applications

## Interests

Music, good films, my mac, design and things that look great and that work.

## Referrals

Available upon request